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## **TITAN OVERVIEW**

TITAN provides the user with the ability to print garment labels from manually input data or imported database data to a dot Matrix or Thermal transfer printer.

Titan's program Help Menus provide step-by-step operating procedures for all functions and options available to the operator.

The program allows the user to easily format their labels with true-type font characters and/or with I 2 of 5, CODE 39 or CODE128-C bar codes.

A graphic preview of the label to be printed is shown in WYSIWYG format on the computer monitor.

Titan supports unlimited printers connected to the system.

All entered data can be data based under a unique format number for future access and printing of labels without having to re-enter data.

There is no limit to the number of formats that can be saved. Each account can have it's own format and personnel list.

Barcode number information is automatically sequenced and checked for duplicate numbers.

Users include industrial laundries, nursing homes, prisons, long term care facilities and other such business's that have the responsibility for labeling garments for identification or tracking purposes.

## **TITAN HARDWARE REQUIREMENTS**

90MB Pentium or greater PC computer  
2 gigabyte or better hard disk drive

Dot Matrix Label Printers Supported

Epson LX, FX, LQ Series or printers that emulate EPSON  
OKIDATA 39X Series

Thermal printers supported

HiQ Thermal Printers S30(a) and S50(a)

## **TITAN SYSTEM REQUIREMENTS:**

Windows 95/98, ME, NT, 2000 or XP

Titan is best used with a screen resolution of 800 X 600 with large fonts selected.

CS3001-32 Titan software on CD Diskette

## **LABEL TAPE AND APPLICATION EQUIPMENT**

Heat seal Machine

Dot Matrix Label Tape Sizes Supported

1/2" x 2 1/2"	5/8" x 2 1/2"
5/8" x 3 1/4"	2/3" x 2 1/2"
2/3" x 3 1/4"	1" x 2 1/2"
1" x 3 1/4"	1 1/8" x 3 1/4"
1 1/2" x 3 1/4"	1 5/8" x 3 5/8"
1 5/8" x 3 5/8" (bordered)	
3/8" x 2" x 2 (Double Wide Tape)	
1" x 3 1/4" x 2 (Double Wide Tape)	
5/8" x 5/8" x 5 (5 wide tabs)	
3/8" X 2 X 2 (Double Wide Tape with 1/4" separator gap)	

HiQ Thermal TT/TU and TY/TW

Height from 1/4" to 4" in 1/8" increments

Width from 1" to 4" in 1/8" increments

## PRINTER MODELS



**This model S30 is shown with the print head raised. The print head must be lowered to print labels.**



**This model S30a is shown with the print head raised. The print head must be lowered to print labels.**



**This Epson LQ590 printer is currently ready to print and shows the correct position of the label tape. The Epson FX890 printer looks identical to this printer. The paper tray is not required.**

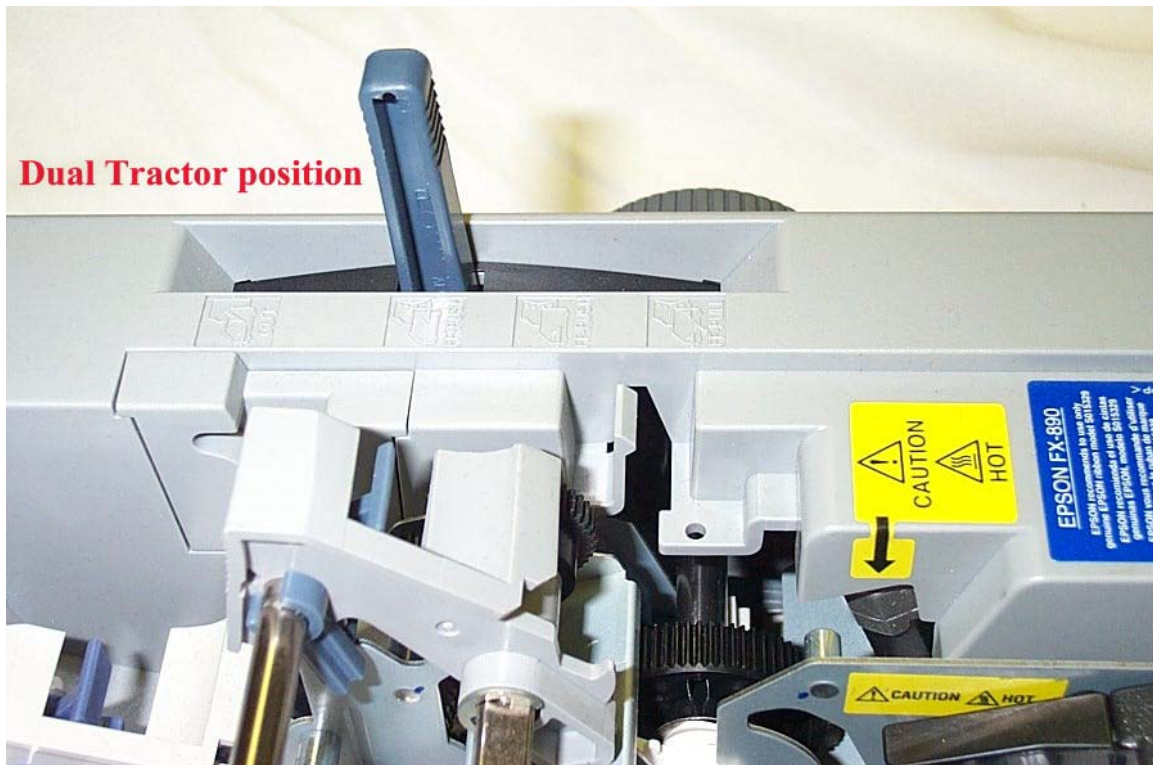




This LQ590 printer is set up with dual tractors.



The LQ590 form position is in the single tractor position – FF-PULL.



**The LQ590 form position is in the dual tractor position – FF-PUSH.**



**The density lever is at position 5 as a start point for a new ink ribbon.  
Do not move this lever closer than position 3.**





**Model S50 with a label cutter option (in front above label tape).**



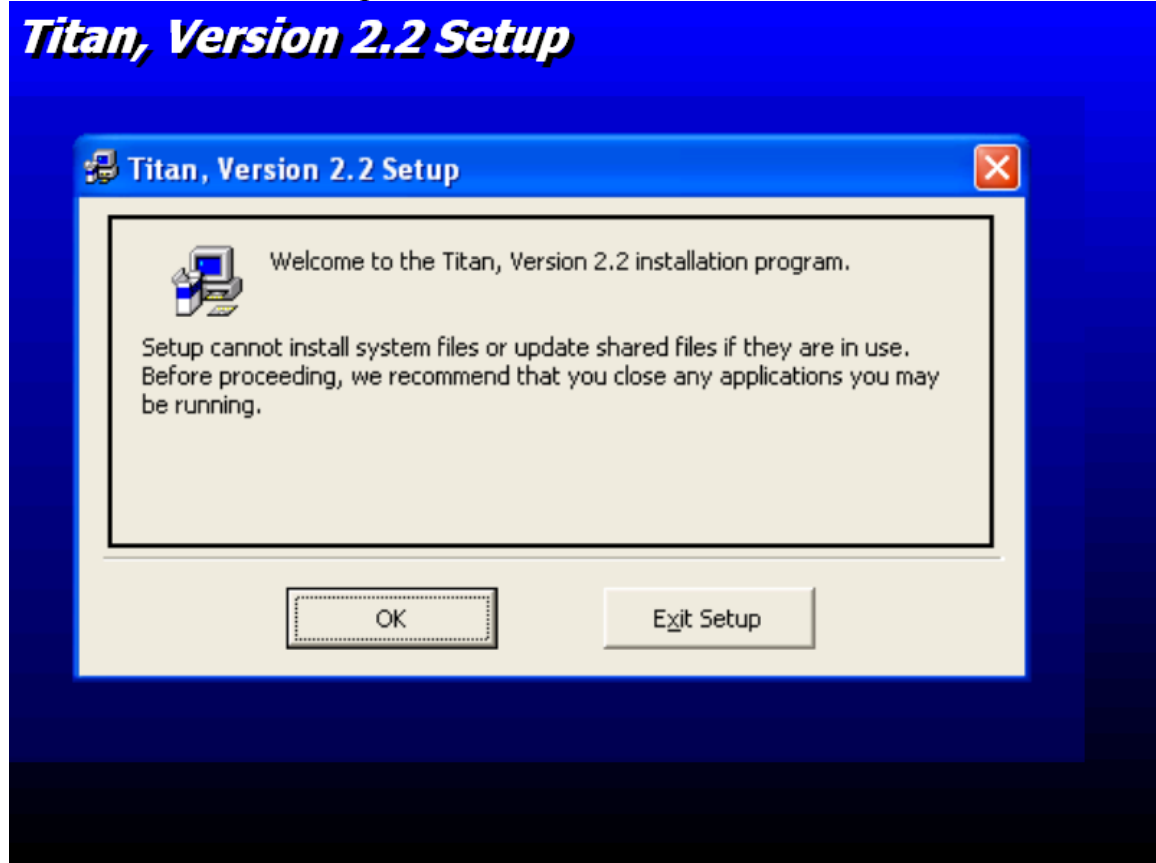
**Model S50a with a label cutter option (in front above label tape).**

## INSTALL THE TITAN LABEL WRITER PROGRAM

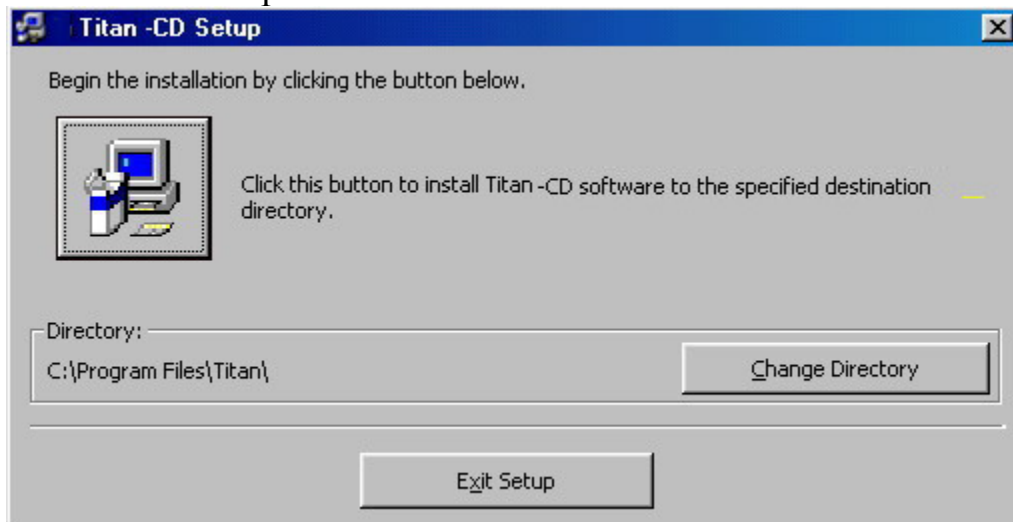
Insert the TITAN Installation CD into the CD-ROM reader.

After a few moments the following window will appear on your monitor.

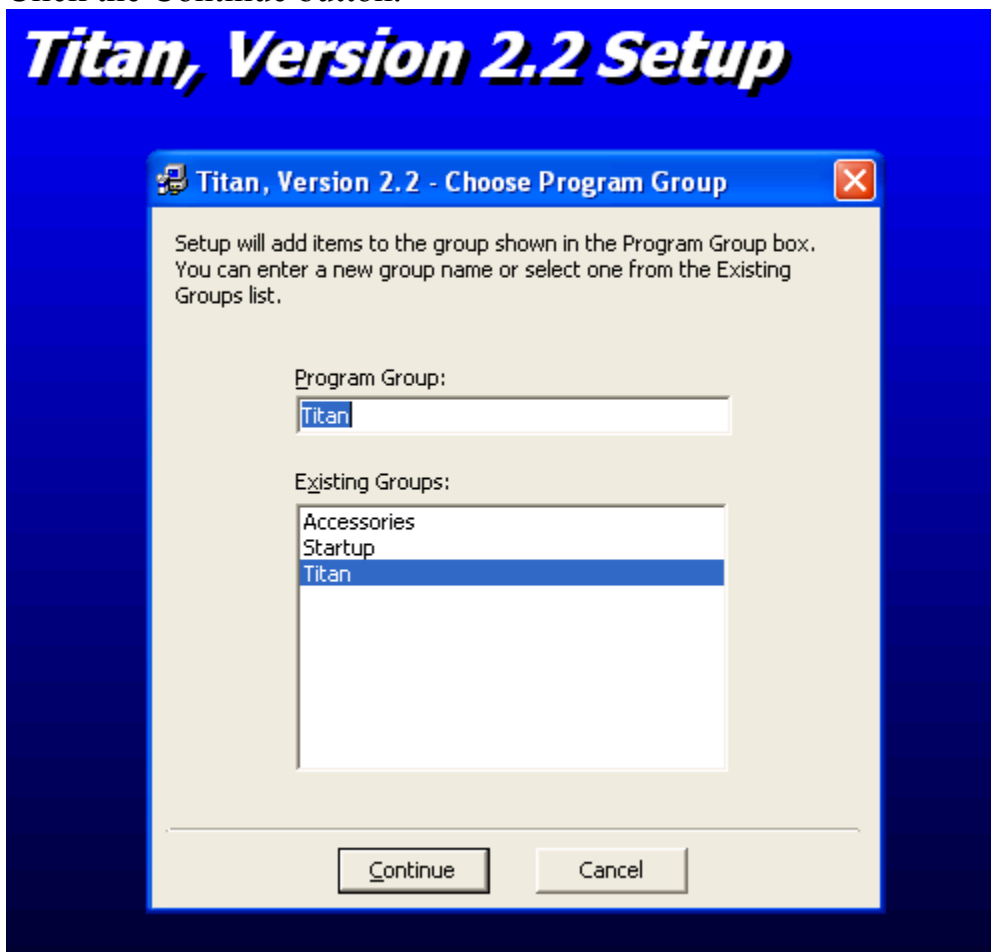
Click the OK button to perform the installation of Titan



Click on the computer icon to continue.

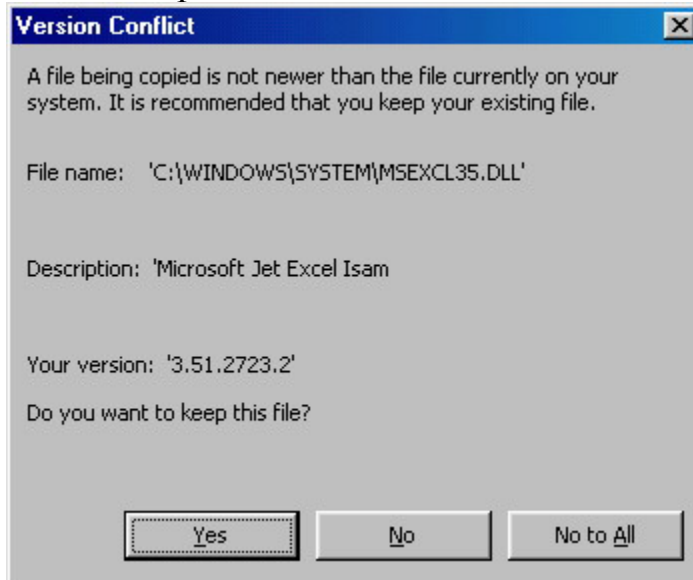


Click the Continue button.

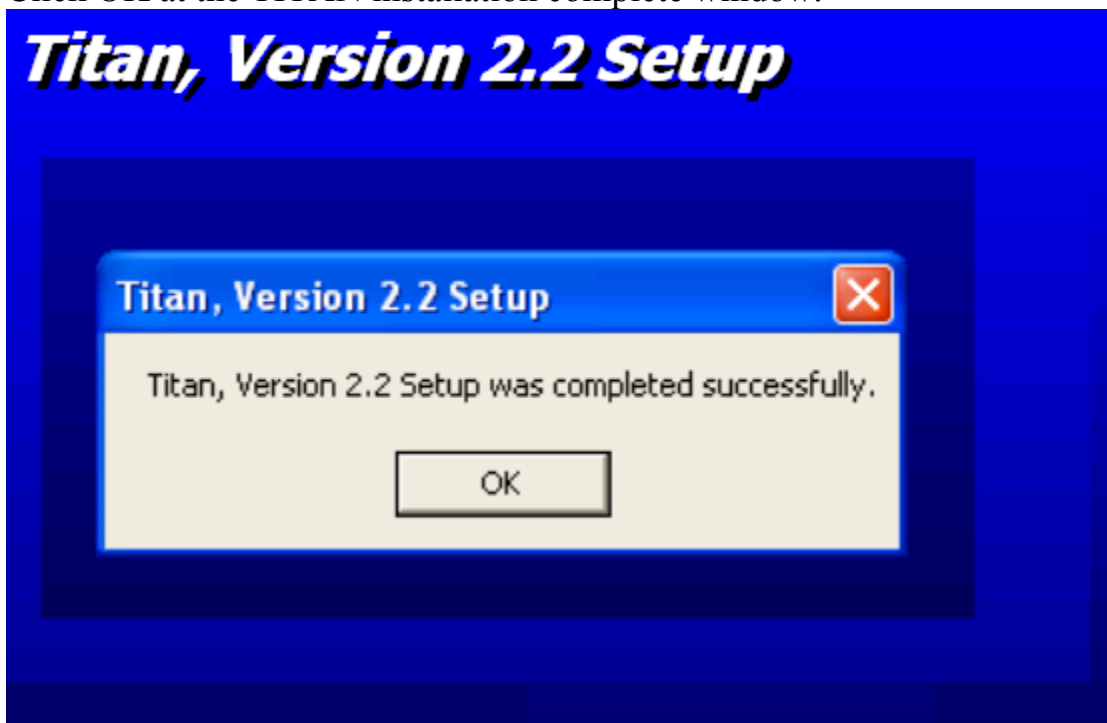




If the following window appears indicating a file being copied is not newer than the file currently on your system, click YES in response to “Do you want to keep this file?”



Click OK at the TITAN installation complete window.



At this point the TITAN software is completely installed.

Make sure you have the proper Windows printer driver installed before starting Titan.

## UPGRADING TITAN VIA THE INTERNET

Titan label writer software can be updated to the latest version via the Internet. Go to Internet location <http://www.titanlabelwriter.com/> then click **Download the latest version** button. You can “open and” run the installation from the Internet link or you can click “save” and download the file to your computer.

Follow the Install the Titan Label Writer Program section after clicking the run button or after opening the downloaded zip file.

## INSTALLING THE HIQ THERMAL PRINTER DRIVERS

Seagull Scientific developed printer drivers for the S30(a) and S50(a) printers. Per the licensing agreement with Seagull Scientific you have the option to install and use the 30 day Trial Edition of Bartender Label Printing Software which can be found in the "\Drivers\Bartender Trial" folder of your Titan CD. Following the trial period you would be required to purchase the Bartender program that is available from .

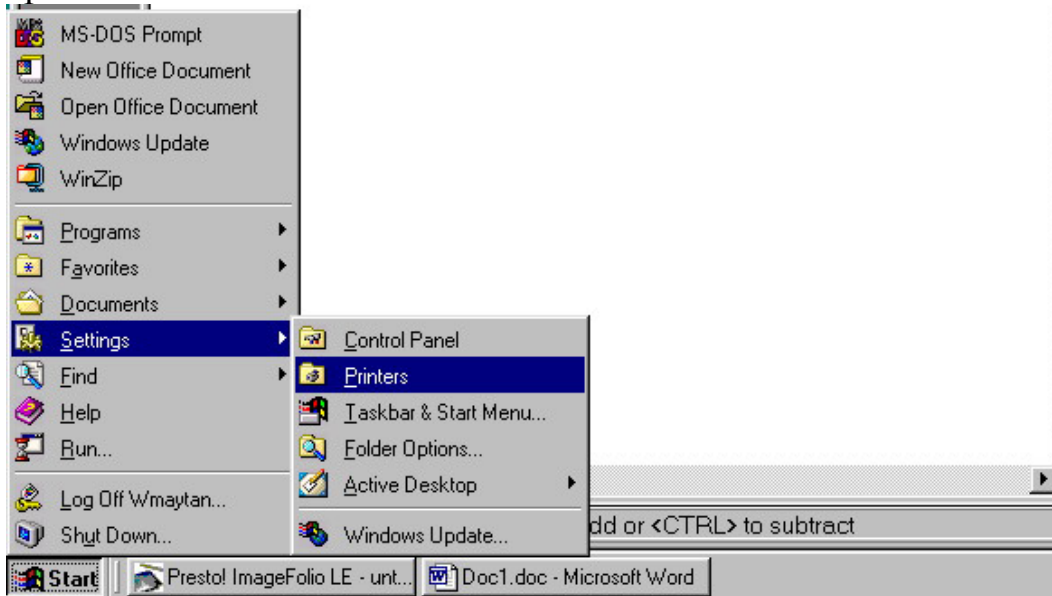
The following procedure is for installing Windows printer drivers for the S30(a) and S50(a) model printers supported by the Titan program. The drivers are located on the Titan CD in the Drivers folder.

The following printer drivers must be installed to print properly to the following supported thermal printers:

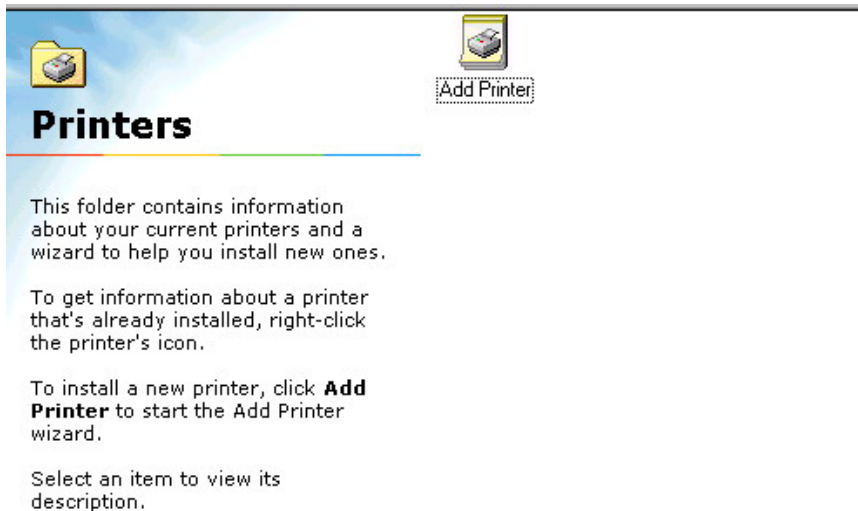
Printer	Windows Driver
S40	Citizen CLP6001
S41	Citizen CLP6002
S42	Citizen CLP6002
S50	Citizen CLP7001
S50a	Citizen CLP7202e
S51	Citizen CLP7002
S51a	Citizen CLP7202e
S52	Citizen CLP7002
S52a	Citizen CLP7202e
S30	Zebra TLP2742
S30a	Zebra TLP2844

## Windows 95/ME/NT/Win2000 HiQ Printer Driver Installation

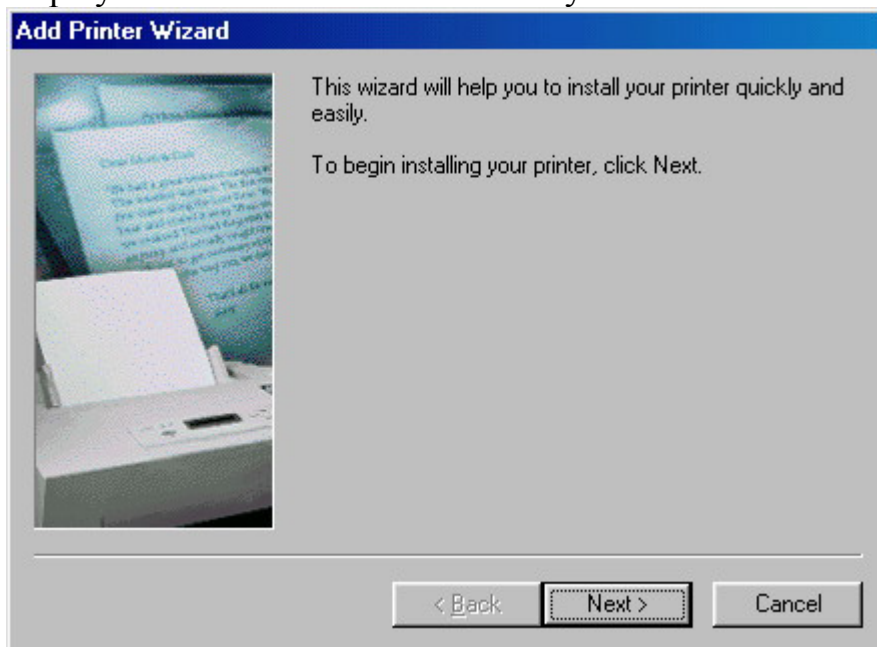
Click on the Start Flag button then on Settings and then on Printers to bring up the Add Printers Window.



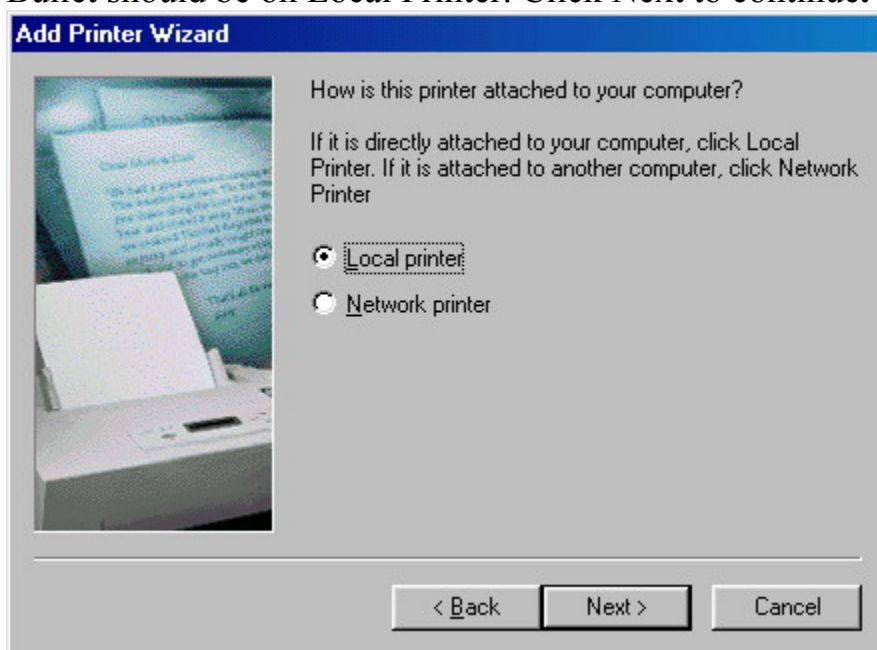
Double Click on the Add Printer icon



Click Next to continue or Cancel to Quit the installation. This window may display Welcome on windows 2000 systems.

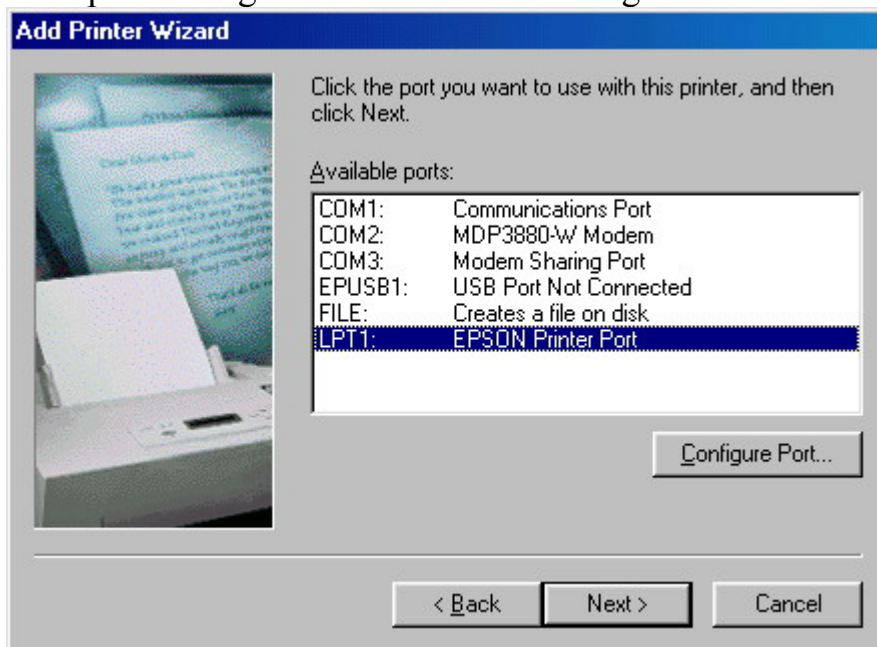


Bullet should be on Local Printer. Click Next to continue.

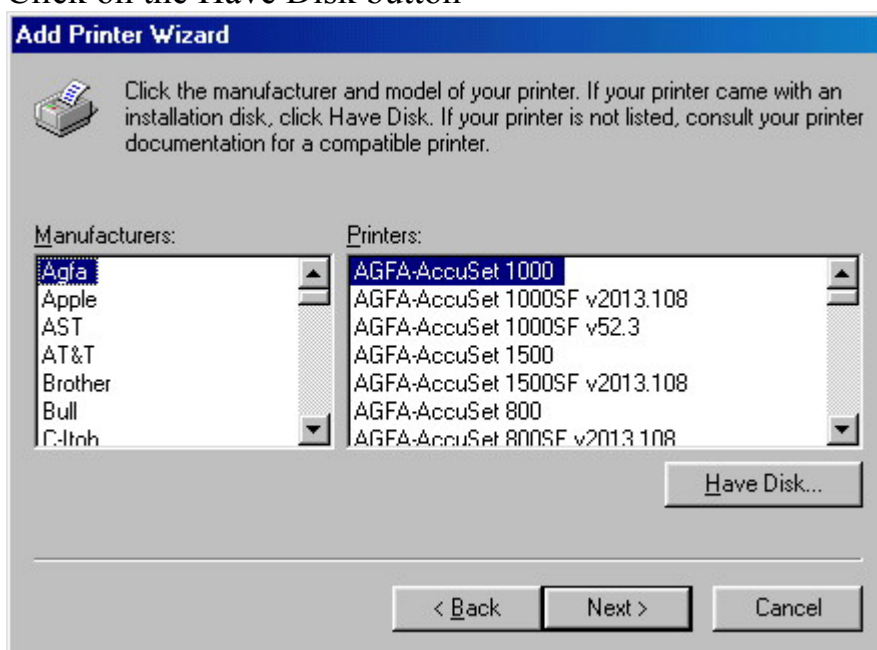




Click the LPT1: Port setting if a parallel printer cable is being used or the USB port setting if the USB cable is being used then click Next



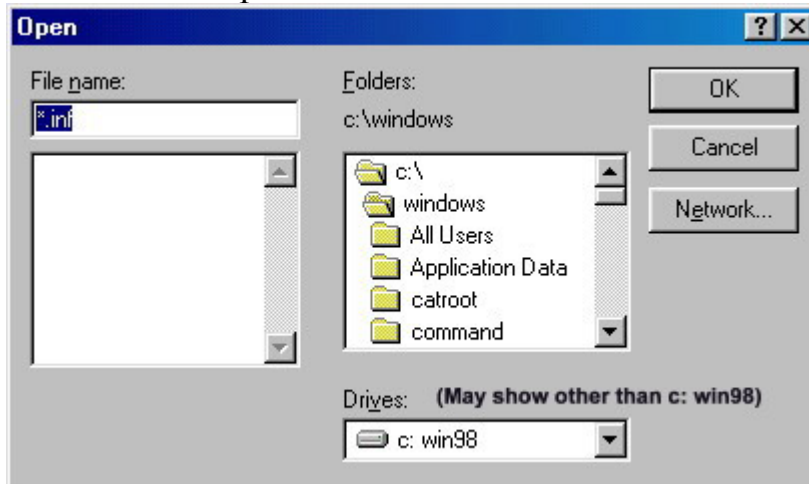
Click on the Have Disk button



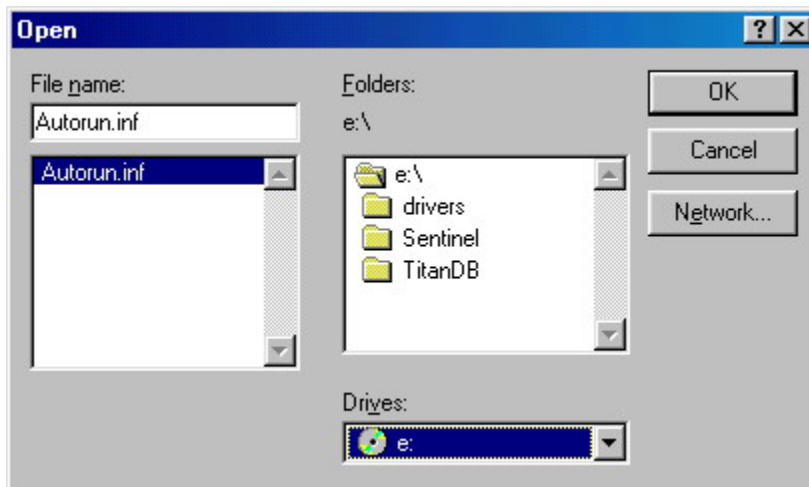
Click on the Browse button



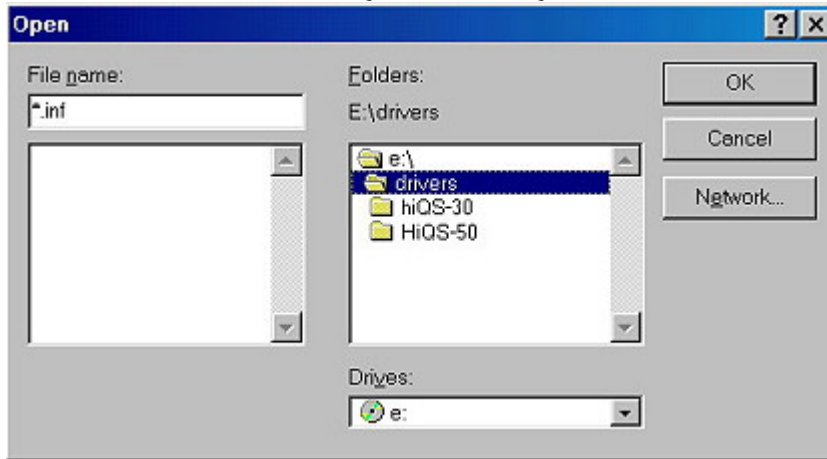
Click on the Drives drop-down box arrow. For Windows 2000 systems use the Look-in drop-down box.



Click on the CD-ROM drive icon in which TITAN is installed then double click on the drivers folder in the Folders window.



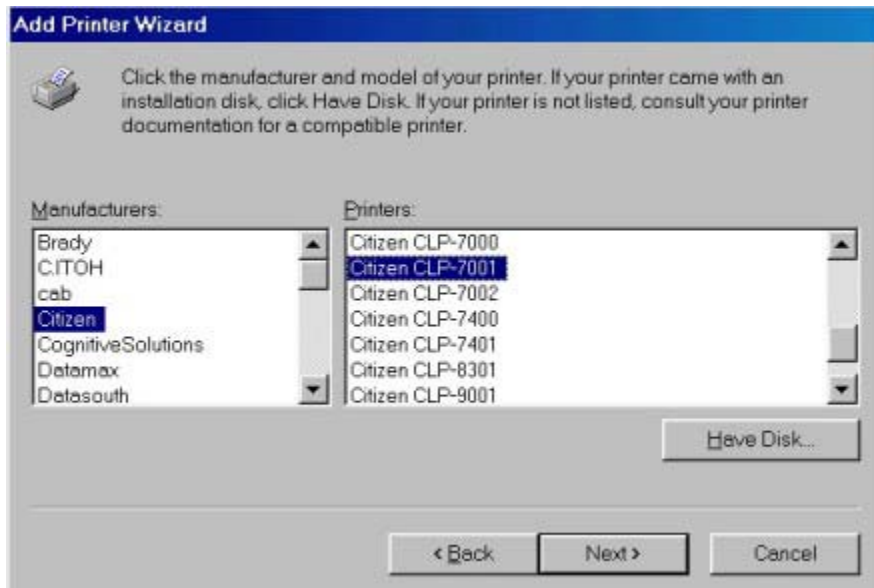
Double click on the HiQS30 or HiQS50 folder



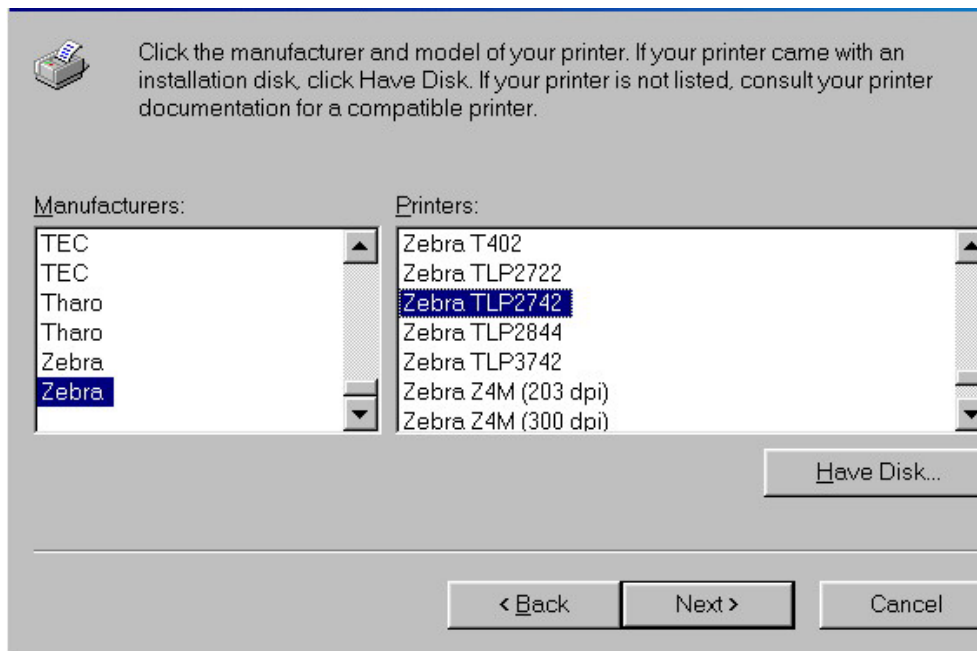
Click the OK button



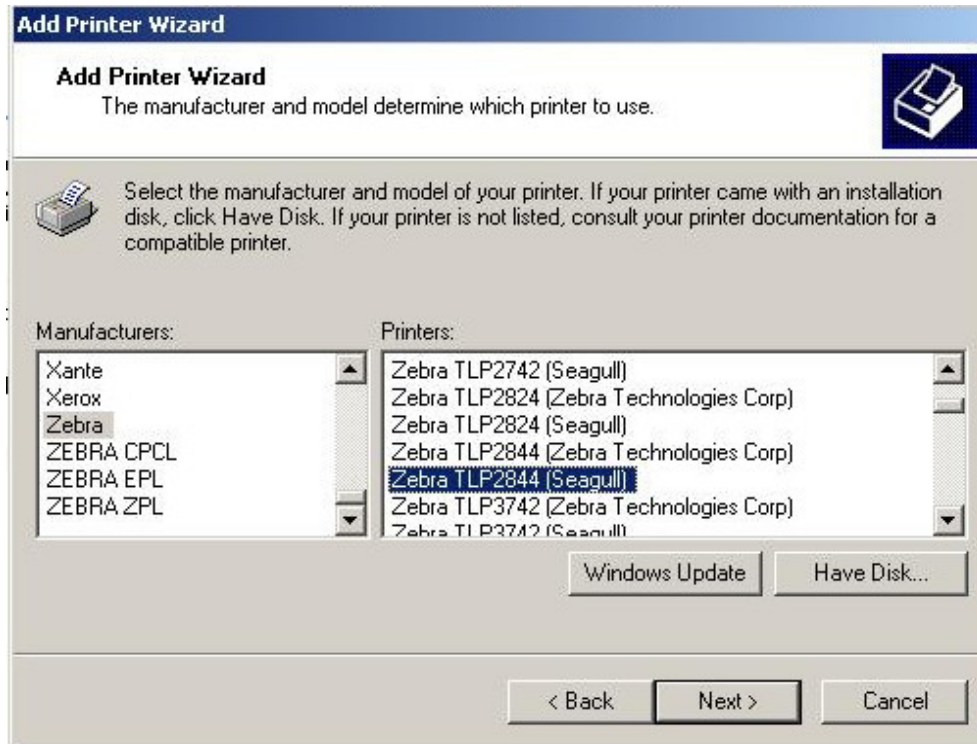
For S50(a) printers click Citizen under Manufacturers and under Printers click CLP7001 for the S50 and CLP7202e for the S50a then click Next.



For the S30(a) Printer click Zebra under Manufacturers and under Printers click Zebra TLP2742 for the S30 and TLP2844 for the S30a then click Next.

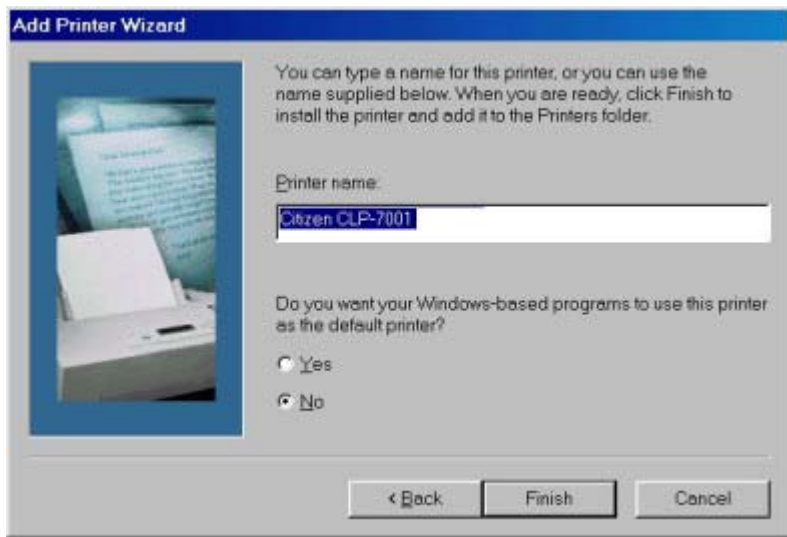


For the S30a Printer click Zebra under Manufacturers and Zebra TLP2844 under Printers and then click Next



The printer name will be the same as the printer name selected above. Do not change the printer name as Titan uses the name to identify printer types. Click the Finish button





The system will return to the Printers selection window



## Windows XP HiQ Printer Driver Installation

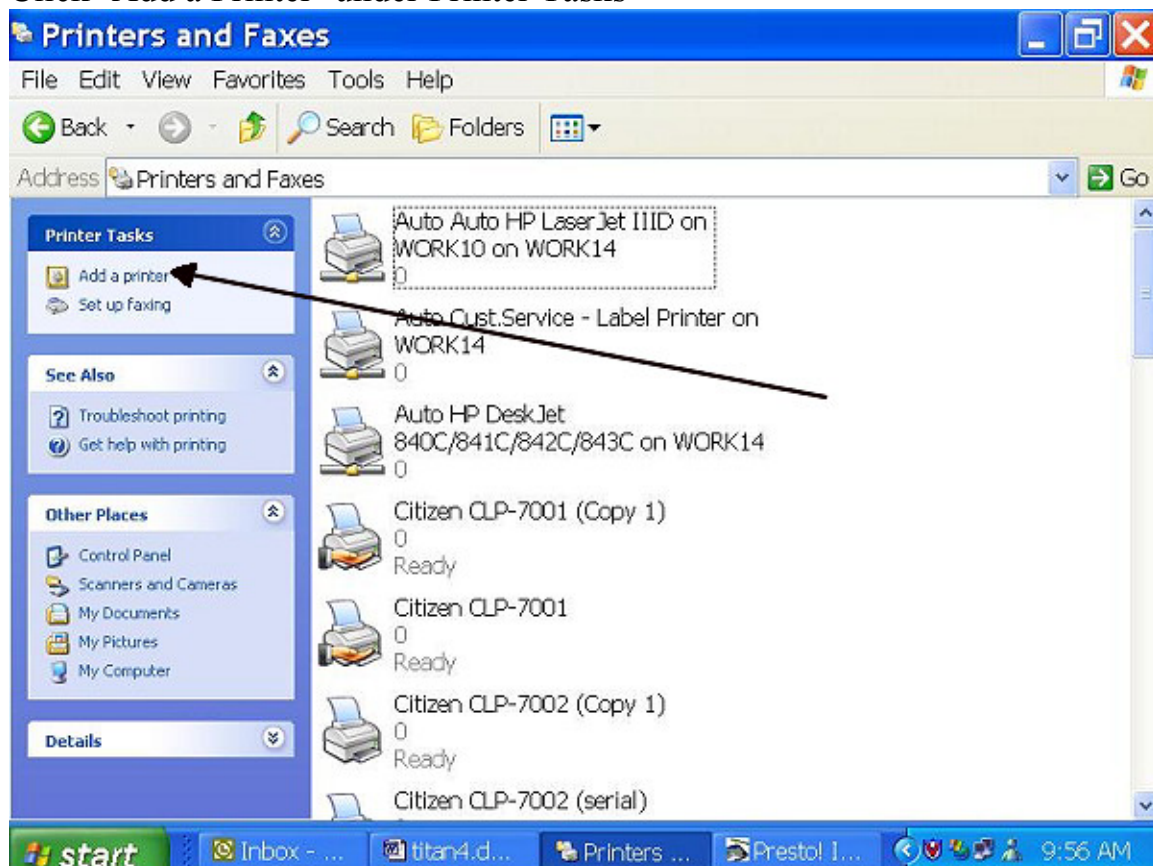
Click on the Start Flag then click on Control Panel



## Double Click 'Printers and Faxes'



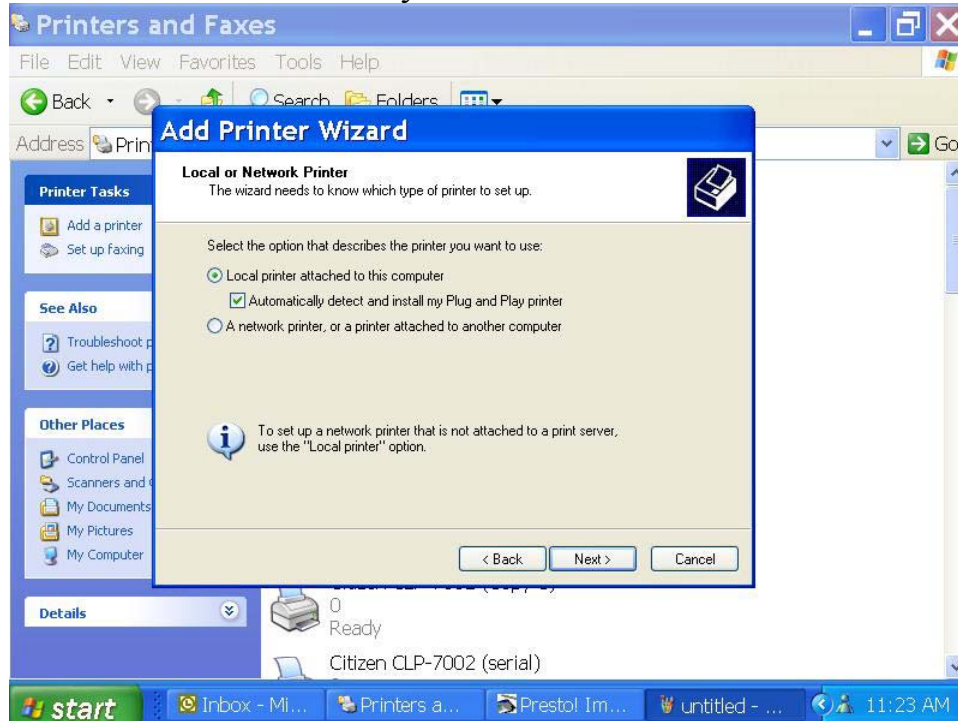
## Click 'Add a Printer' under Printer Tasks



## Click Next

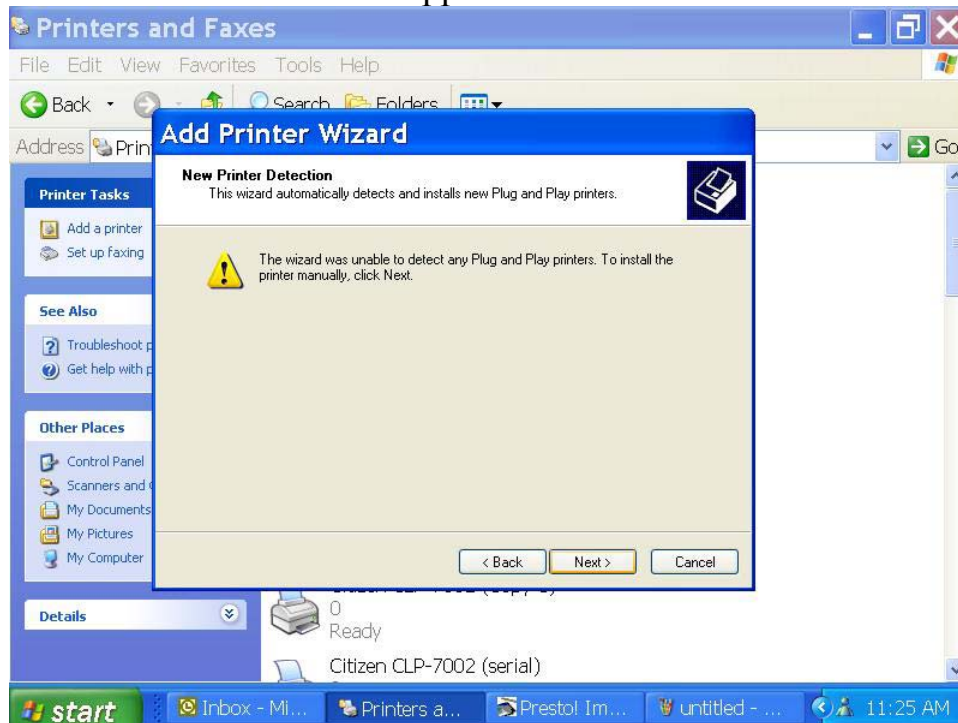


## Uncheck the Automatically Detect and Install box then click Next

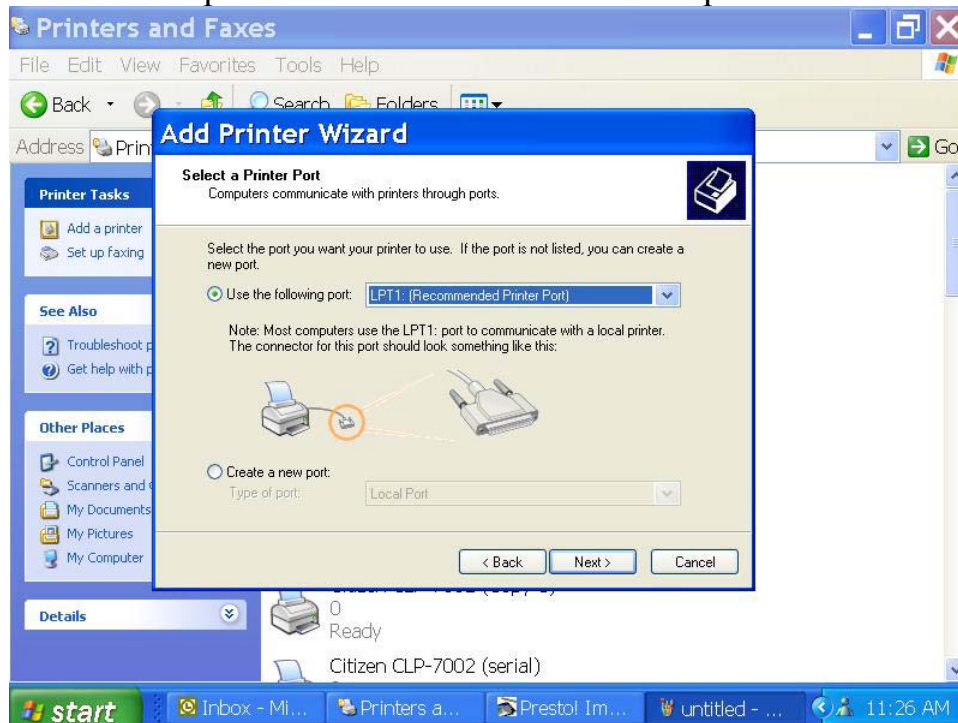




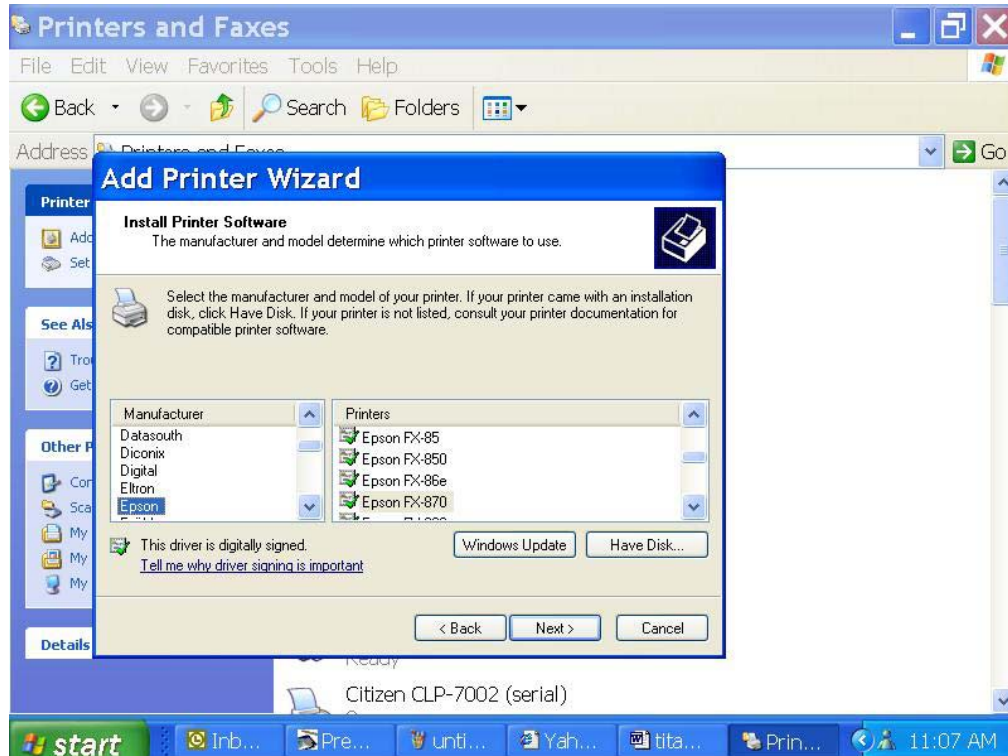
Click Next if this window appears



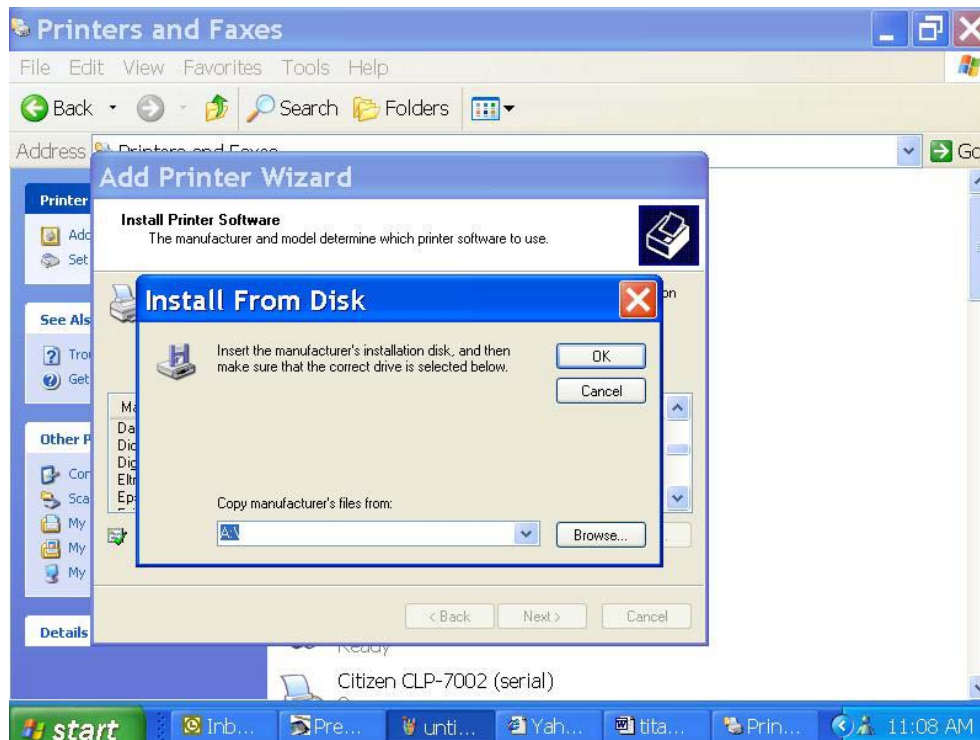
Click next if the printer is connected to the standard LPT1 parallel port.  
Click the dropdown arrow to make a different port selection.



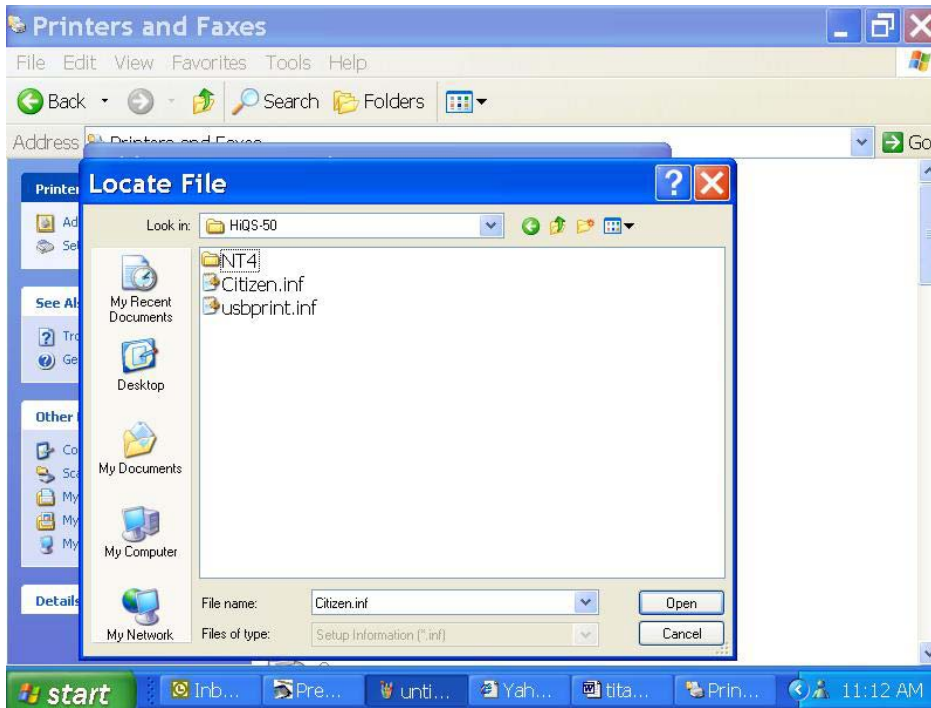
Click on the Have Disk button



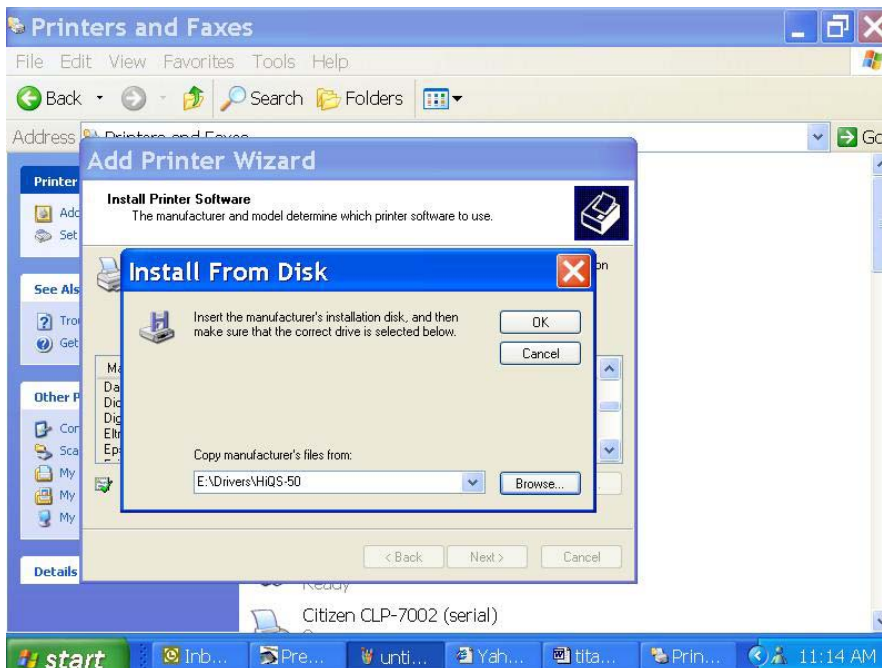
Click on the Browse button



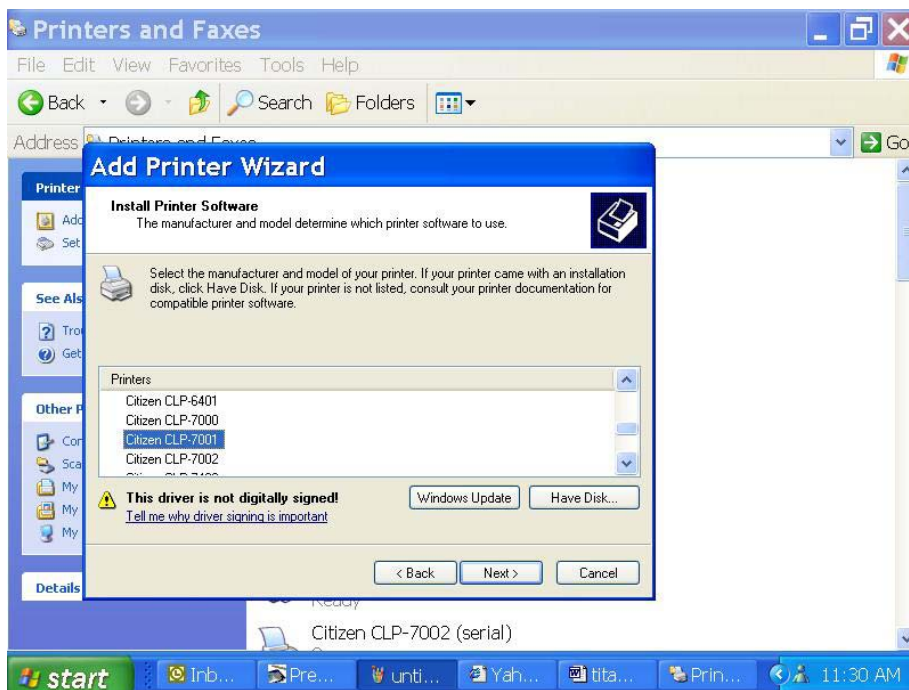
Click on the Look in drop-down box arrow and locate the Drivers folder on the Titan CD. Click on the HiQ50 for the S50(a) or HiQ30 for the S30(a) printer. Click Citizen.inf for the S50(a) and Zebra.inf for the S30(a) then click Open.



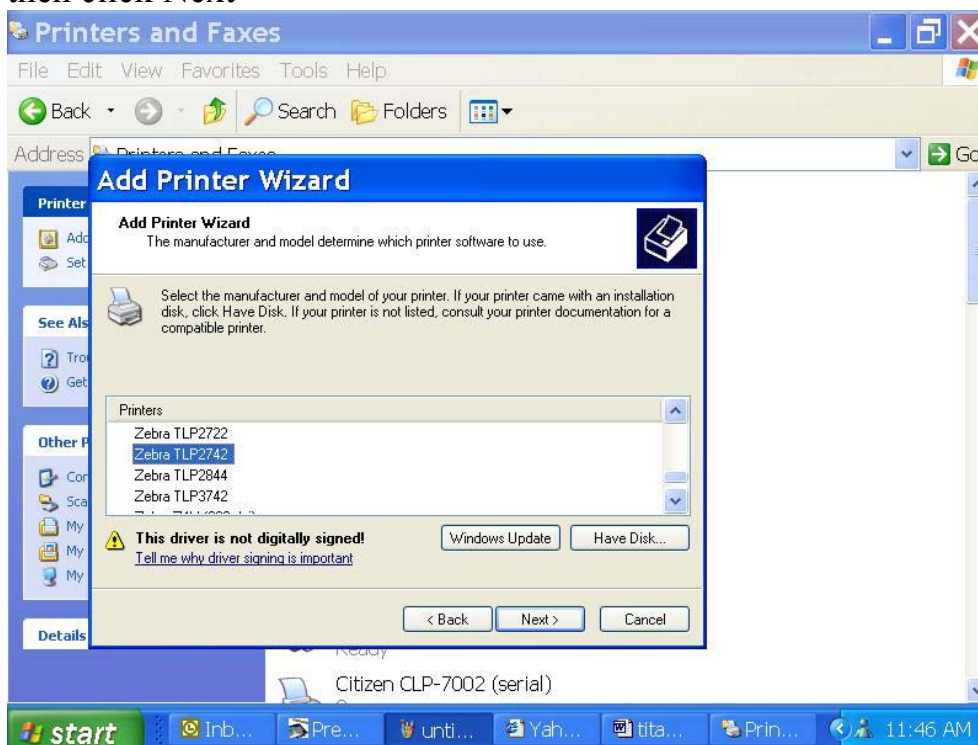
Click the OK button



Select the CLP7001 for the S50 printer or CLP7202e for the S50a printer then click Next

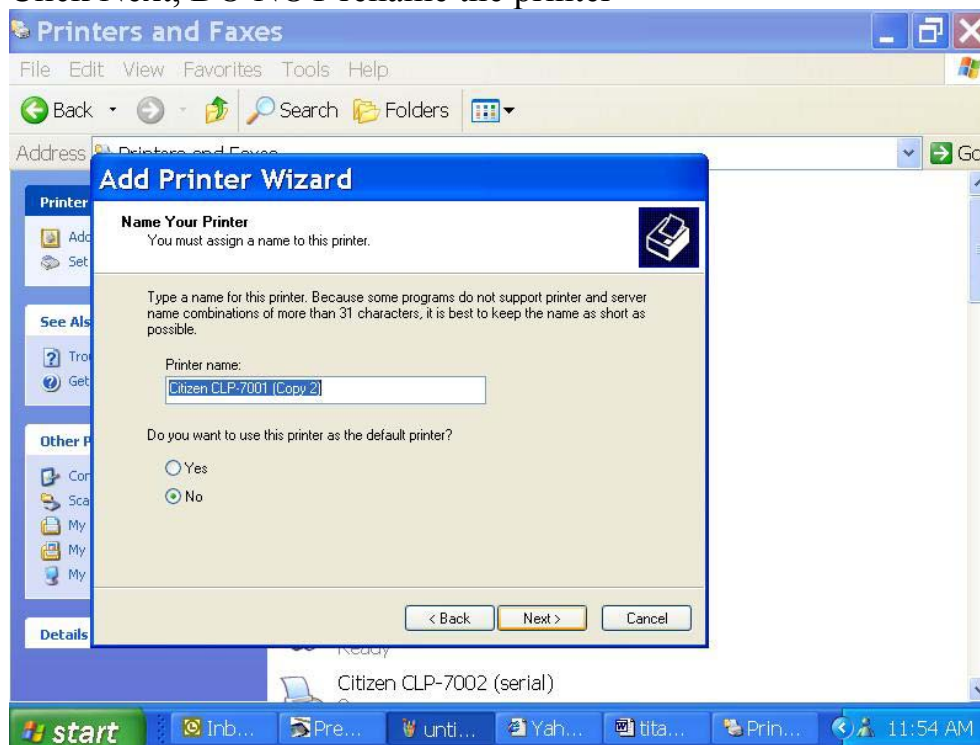


Select the TLP2742 for the S30 printer or TLP2844 for the S30a printer then click Next

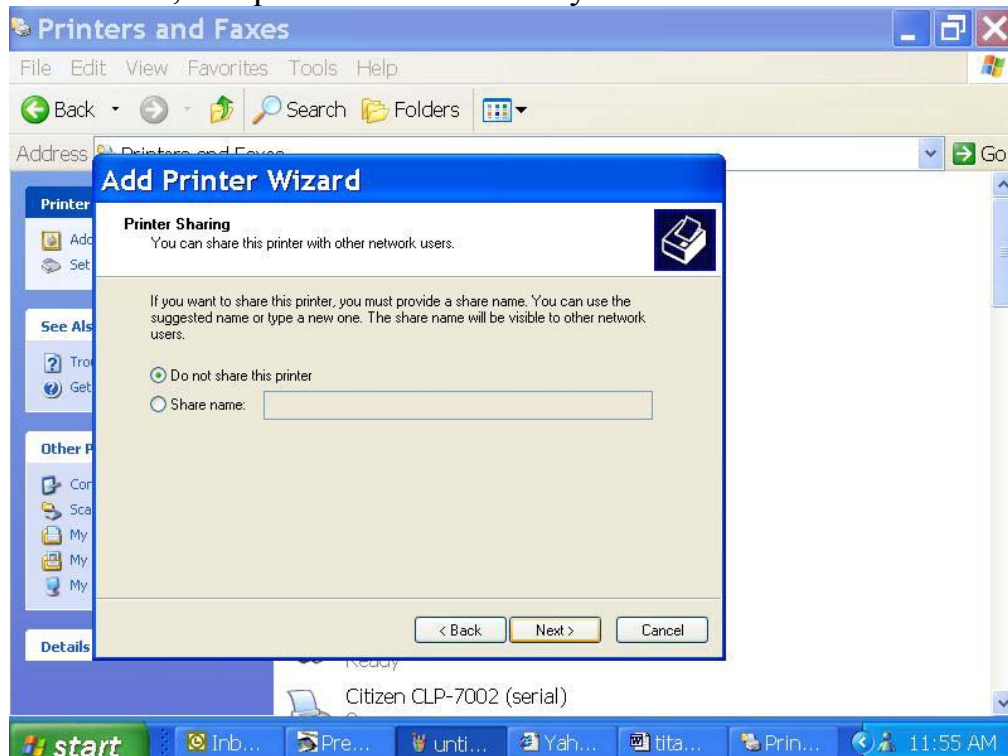




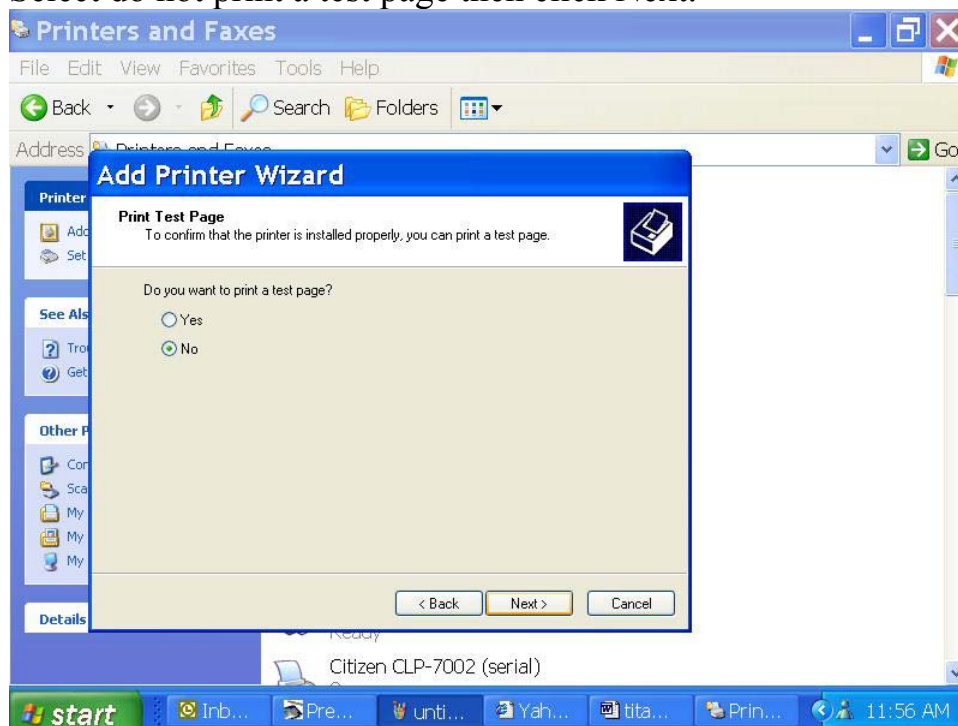
Click Next, DO NOT rename the printer



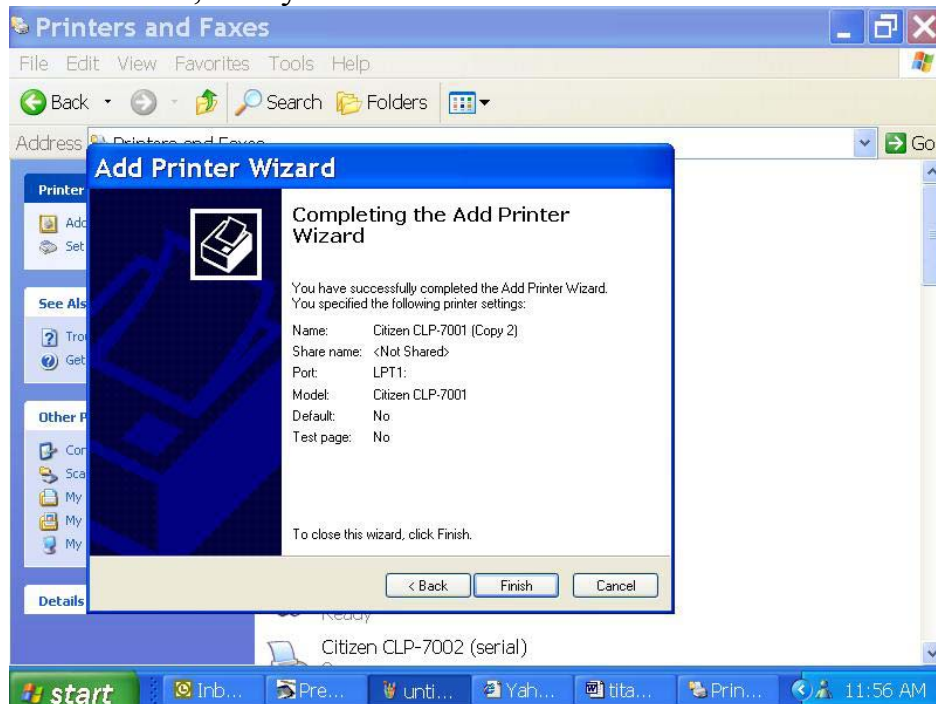
Click Next, this printer is not normally shared



Select do not print a test page then click Next.



Click Finish, the system will return to the Printers selection window





## NORMAL SPEED HiQ THERMAL PRINTER DRIVER SETUP

Normal speed printing uses window fonts and the Seagull printer driver. The actual labels-per-minute speed varies depending on label size and type of data being printed.

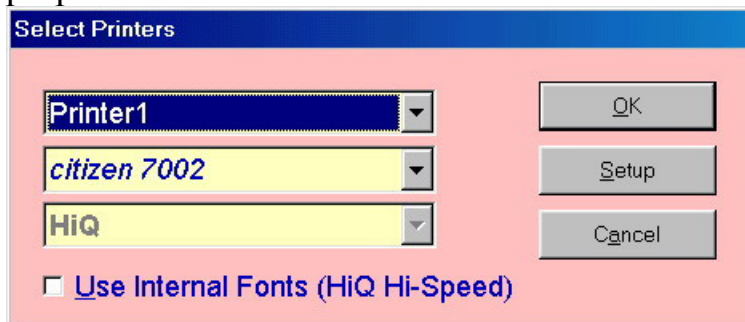
Barcode printing in normal speed is the slowest and can range from 10 labels a minute to 20 labels a minute depending on how much information is printed along with the barcode.

Labels formats that do not have barcodes or counter will print as high as 110 labels a minute. When printing barcode or counter labels use High Speed internal fonts.

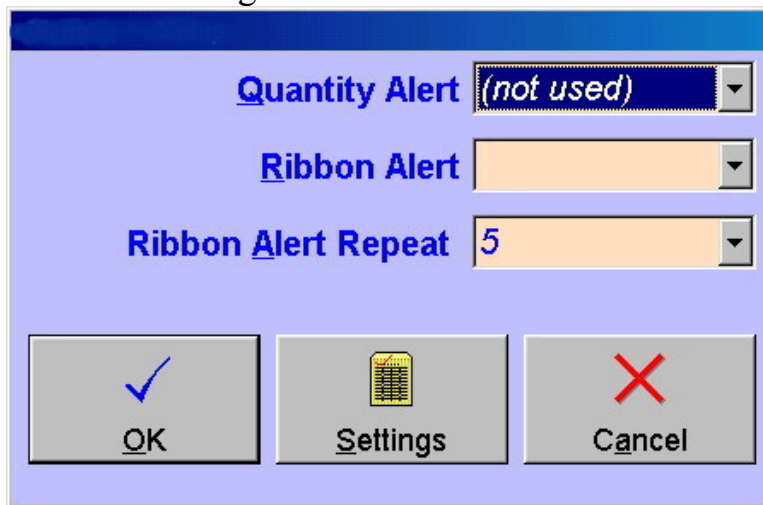
HiQ **normal** speed supports Logo printing. Logos cannot be printed in High Speed or with a dot matrix printer selection

### Access the Windows Driver setup for Windows 95/98/ME/2000/NT:

You cannot access the Windows XP printer drivers from the Titan menu. Skip to **Access the Windows Driver setup for Windows XP** if you have a Windows Xp system. For other than XP click on the Printer Settings button and the following window will appear. Click the Setup button to enter properties.



Click the Settings button.



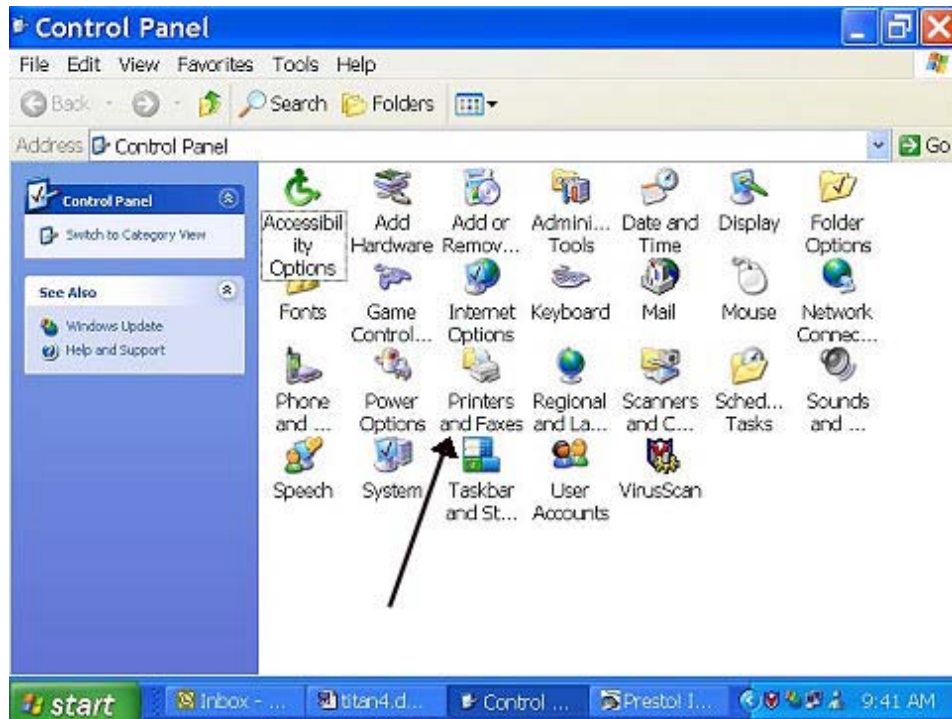
Skip the next section and go to **Windows Printer Driver Settings**.

**Access the Windows Driver setup for Windows XP:**

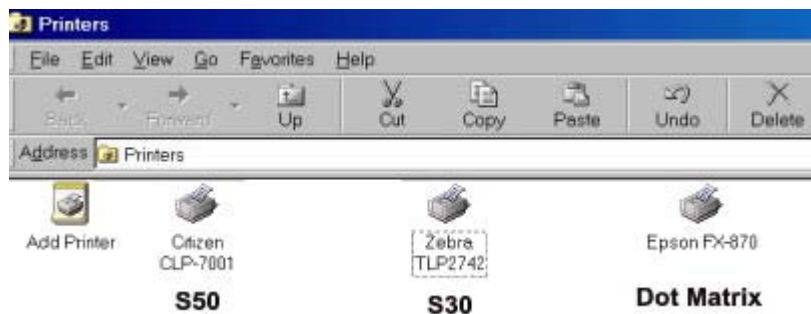
Click on the Windows task bar Start Flag then click Control Panel.



## Double Click 'Printers and Faxes



PROPERTIES - Right Click the S30 (Zebra 2742), S30a (Zebra 2844) , S50 (Citizen 7001) or S50a (Citizen 7202e) Printer Icon then click properties.



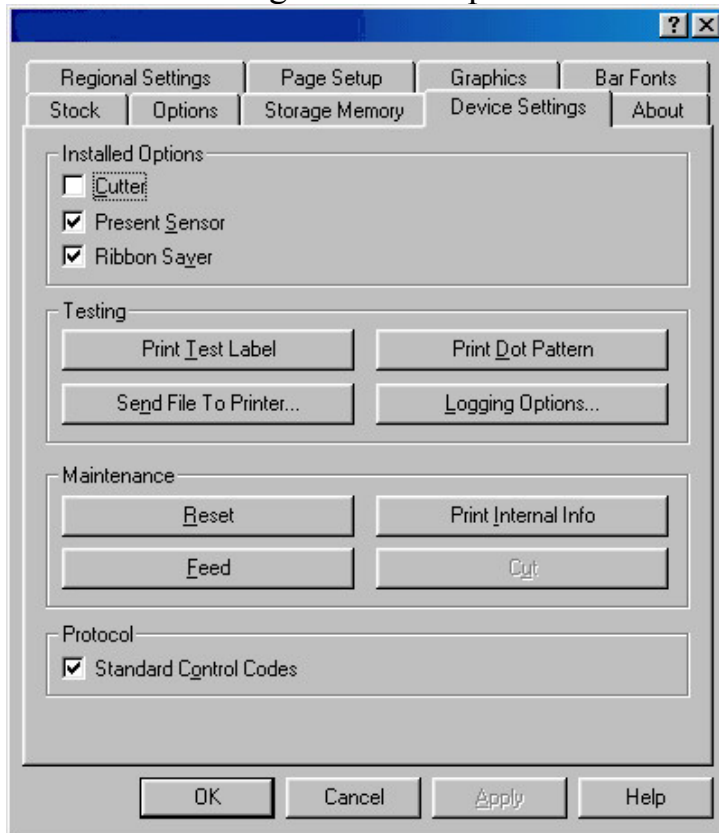
## Windows Printer Driver Settings:

### For the S50 printer

Click the Device Setting tab.

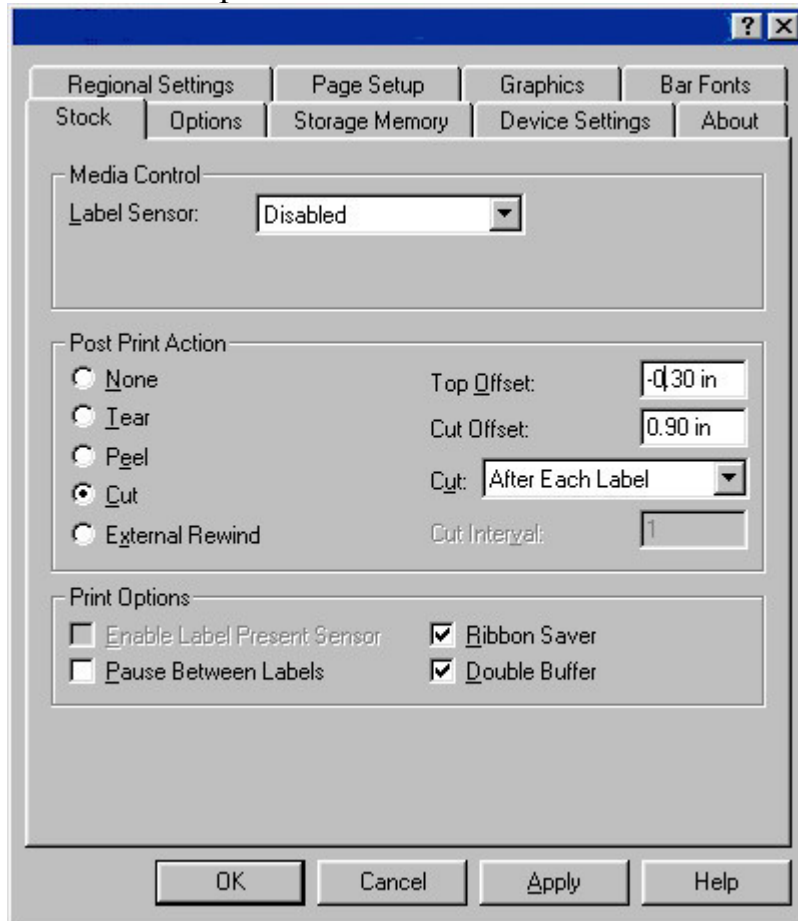


The following boxes must be checked properly for printers with and without the label cutter option installed. Check the Cutter box if the label cutter is installed and being used in the printer.



## Settings for the S50 Printer with cutter

XP system users must first click the General tab then the preferences tab. Click the Stock tab and set the properties to the following for printers using the label cutter option.

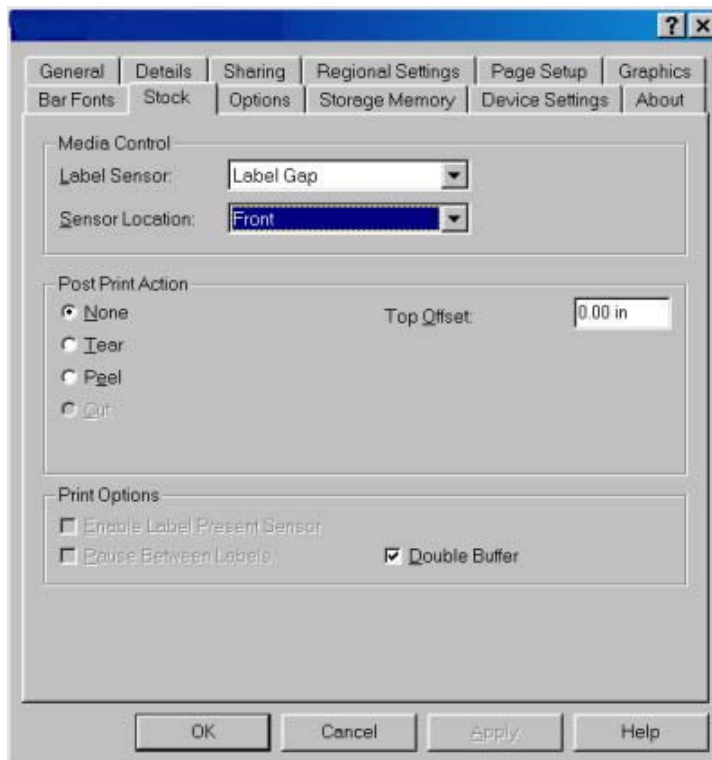




## Settings for the S50(a) Printer without the Label Cutter Option

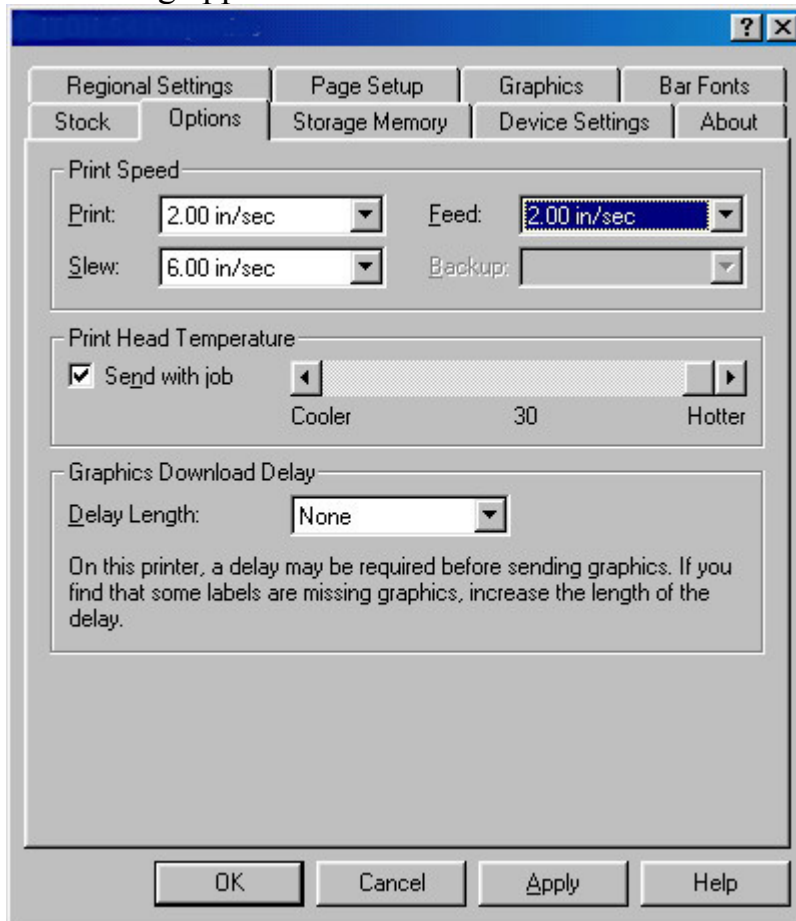
XP system users must first click the General tab then the preferences tab. Click the Stock tab and set the stock properties as follows. If the printer driver has a Label Sensor GAP setting, select it rather than Current Settings.

Set the Sensor Location to Front for the S50a printer.



Click the Option tab and set the properties to the settings shown in the window image below. The print head temperature setting for thermal label tape must be set to 27.

To adjust the temperature setting, place the cursor on the Cooler/Hotter slider, old down the left mouse switch and drag the slider until the desired heat setting appears in the window.

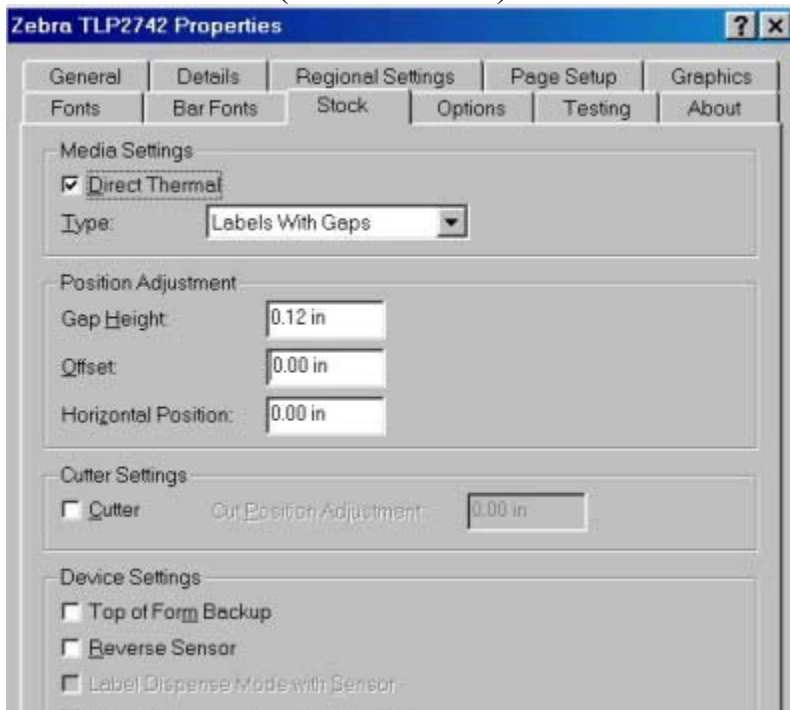


**Note: Temperature for TT and TU type label tape is 27. Clean room TY and TW tape requires a Print Head heat setting of 27.**

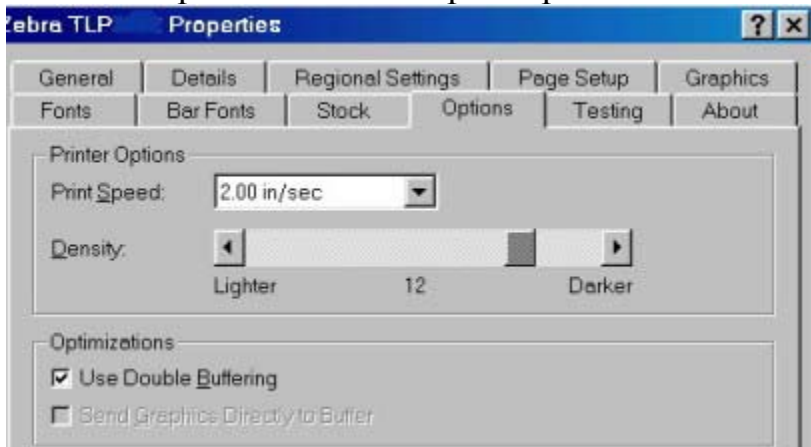
Click Apply and then OK to end properties setup

## For the S30 or S30a Printer

XP system users must first click the General tab then the preferences tab. Click the stock tab and apply settings as shown. Adjust Offset to align printed data vertically ... higher value moves all printed data up lower value moves data down (.1 = 1/10 inch).



XP system users must first click the General tab then the preferences tab. Click the Options tab and set print speed to 2 and Density to 12 as shown.



Click Apply and then OK to end properties setup

## S50 HIGH SPEED HiQ THERMAL PRINTER SETUP

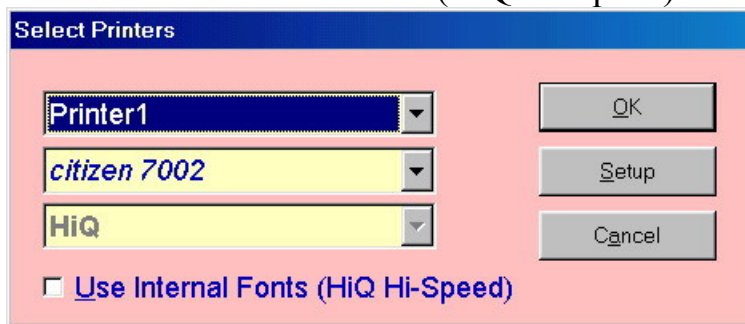
High-speed printing uses internal printer fonts and is normally used when printing barcode labels or labels with counter fields applied. Printer setup requirements for high-speed printing are set from the Titan program via the Printer Selection menu. High-speed cannot be used with Logo printing.

Select the printer number for printing labels with the current format. Two printers can be selected

Select the printer model being used to print labels.

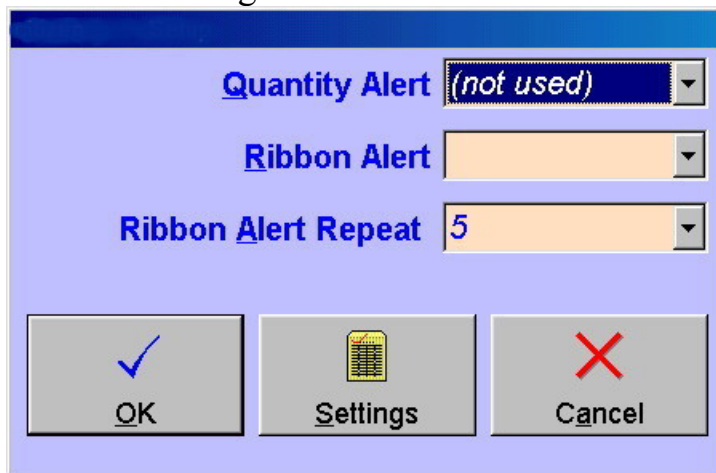
If a non-standard printer driver name is used you must specify the printer type being emulated such as Epson Fx, Epson LQ or Okidata 39X. Other printer models must emulate the types listed or Titan may not work properly.

Click the Use Internal Fonts (HiQ Hi-Speed) check box then click Setup.



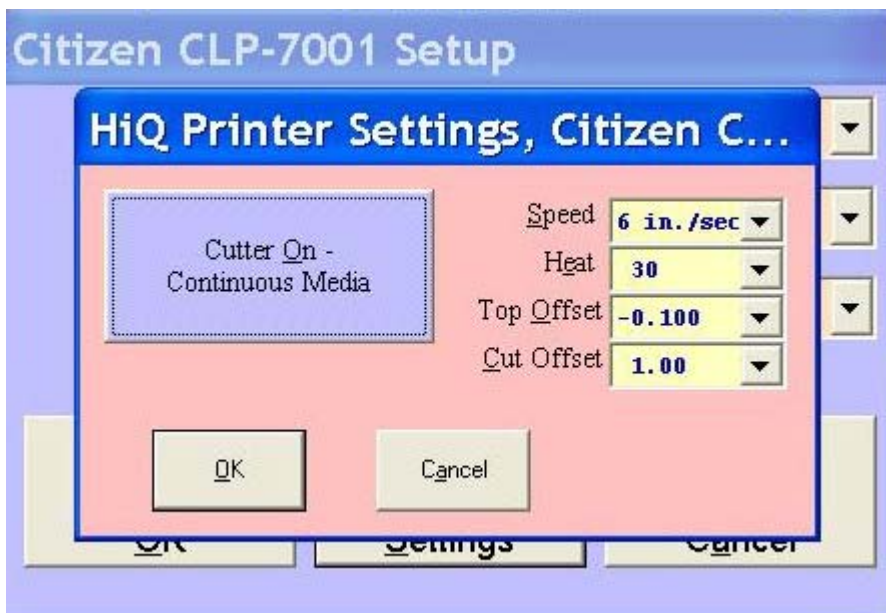
The 'Select Printers' dialog box has a blue title bar. It contains three dropdown menus on the left: 'Printer1' (blue background), 'citizen 7002' (yellow background), and 'HiQ' (yellow background). To the right of these are three buttons: 'OK', 'Setup', and 'Cancel'. At the bottom left is a checkbox labeled 'Use Internal Fonts (HiQ Hi-Speed)'.

Click the Settings button.



The 'Settings' dialog box has a blue title bar. It contains three dropdown menus: 'Quantity Alert' (showing '(not used)'), 'Ribbon Alert' (empty), and 'Ribbon Alert Repeat' (showing '5'). At the bottom are three buttons: 'OK' (with a blue checkmark icon), 'Settings' (with a yellow notepad icon), and 'Cancel' (with a red X icon).

Make settings as defined below the next window.



Click the large button on the upper left to select either **Cutter On - Continuous Media** if your printer uses a label cutter or **Edge Sensor On – Perforated Tape** if perforated tape without the cutter is used.

Click the down arrow associated with the desired drop down box. If the arrow is gray no setting is required.

The printer will print satisfactorily at speed settings 2-6 inches per second.

Set the heat setting initially to 27. Print several labels then examine the print quality. If the printing is too light increase the heat setting, if the printing is too black decrease the heat setting.

Set top offset to 0.0 for perforated label tape and to –0.10 for continuous label tape. If the printing is too high on the label tape lower the top offset. Negative numbers can be selected. If the printing is too low on the label increase the top offset setting.

Set the Cut-offset setting to 1.1 for continuous label tape. This setting will not appear when EDGE Sensor On (perforated tape) is selected.

Click OK when all settings have been made.

## **INSTALLING DOT MATRIX PRINTER WINDOWS DRIVERS**

This procedure is only required for systems using Windows drivers for Dot Matrix Printers. You cannot print logos with dot matrix printers.

The following drivers must be installed and used to print properly to the following supported printers:

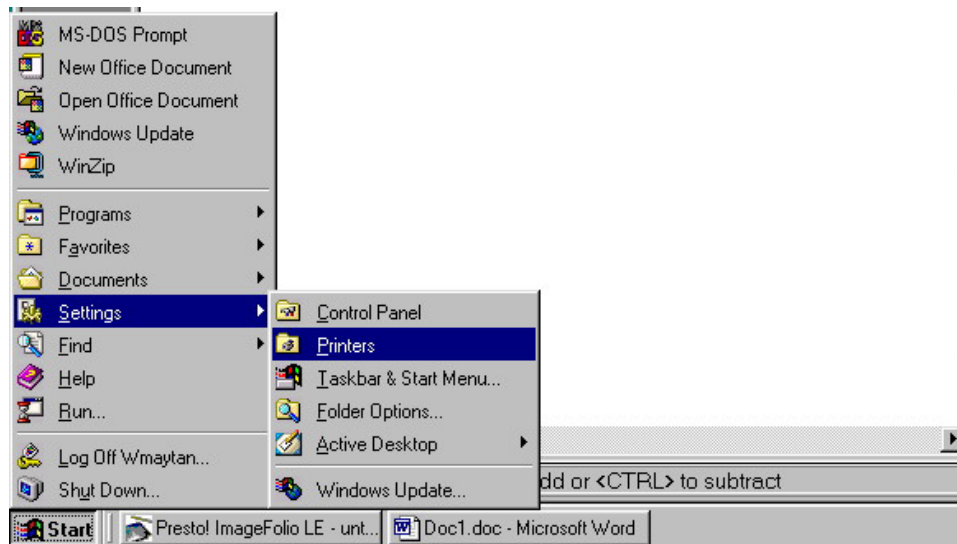
Printer	Windows Driver
EPSON FX Printer	EPSON FX870 or FX850 or FX1050
EPSON LX-300	EPSON FX870 or FX850 or FX1050
EPSON LQ570+	EPSON LQ570 ESC\P2 (Do Not use LQ570 +)
EPSON LQ570e	EPSON LQ570 ESC\P2 (Do Not use LQ570 e)
OKIDATA 39X	IBM Proprinter XL24 (see notation below)

The FX870 driver must be used for the Epson FX880, FX880+ and FX890 printers. The LQ570 Esc\P2 driver must be used for the Epson LQ570+, LQ570e and LQ590 printers.

**OKIDATA 39X** - on your printer change the printer emulation setting ( see your printer manual “Change Menu Settings” section ) to IBM PPR (Proprinter) and on your PC Windows operating system install the IBM Proprinter XL24 print driver. Start Titan and select the IBM Proprinter XL24 in Printer Selection option.

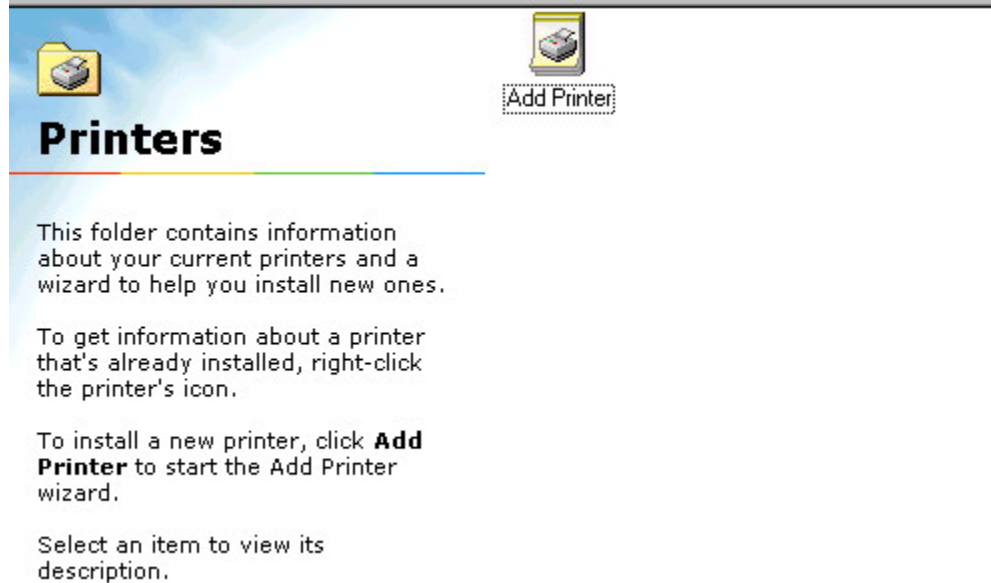
## Windows 95/98/ME/Window2000

Click on the Start Flag then on Settings and then on Printers to bring up the Add Printers Window.

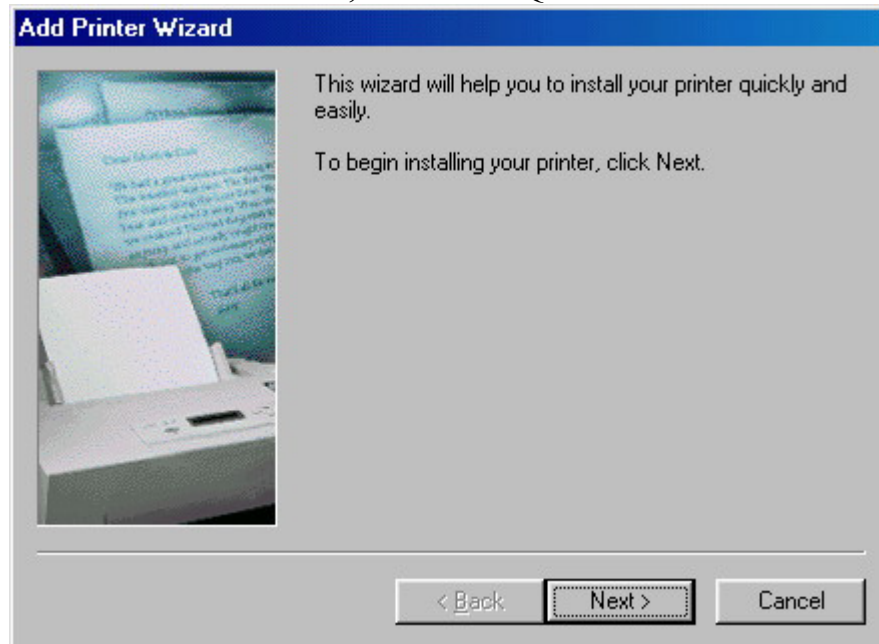




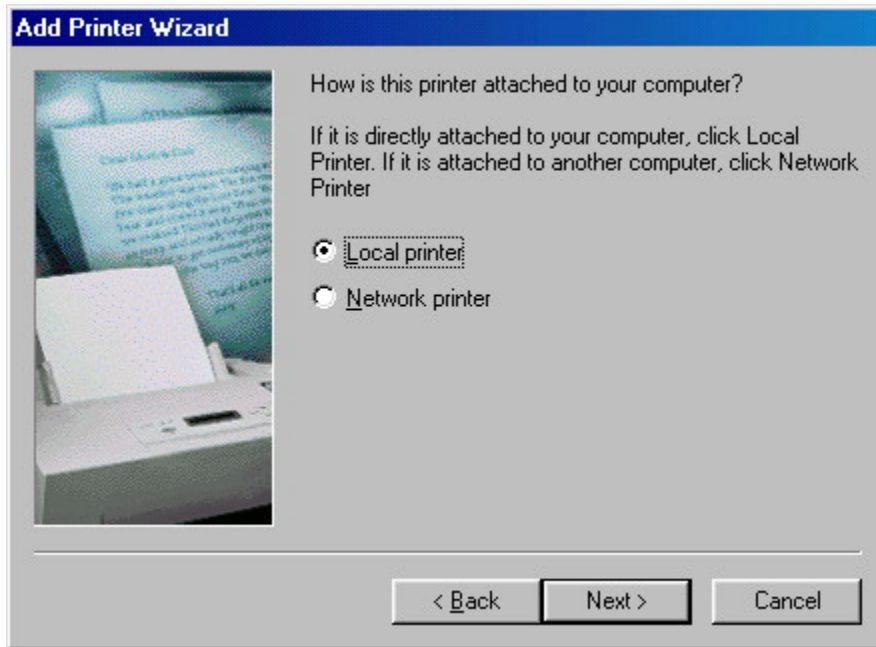
## Double Click on the Add Printer icon



Click Next to continue, Cancel to Quit installation

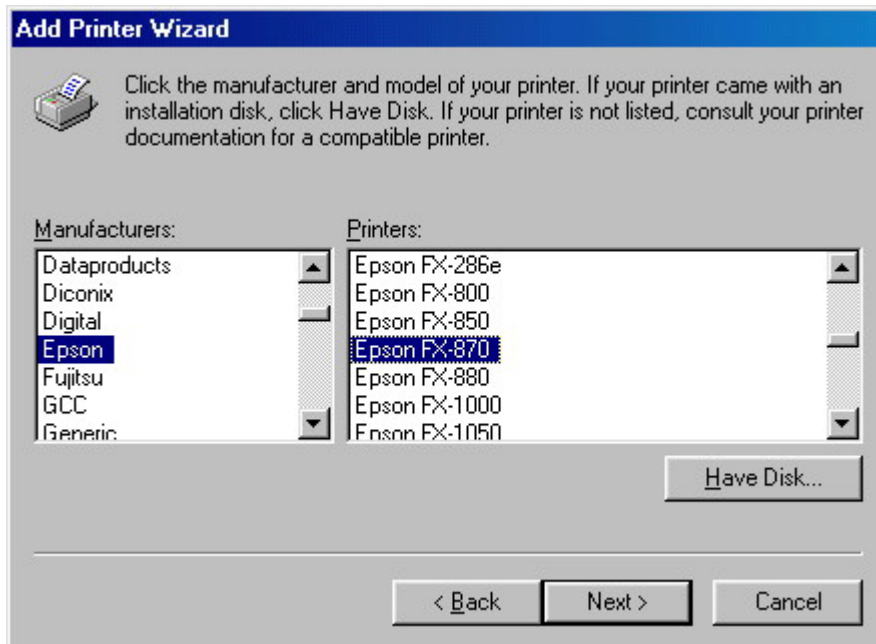


Bullet should be on Local Printer. Click Next to continue.

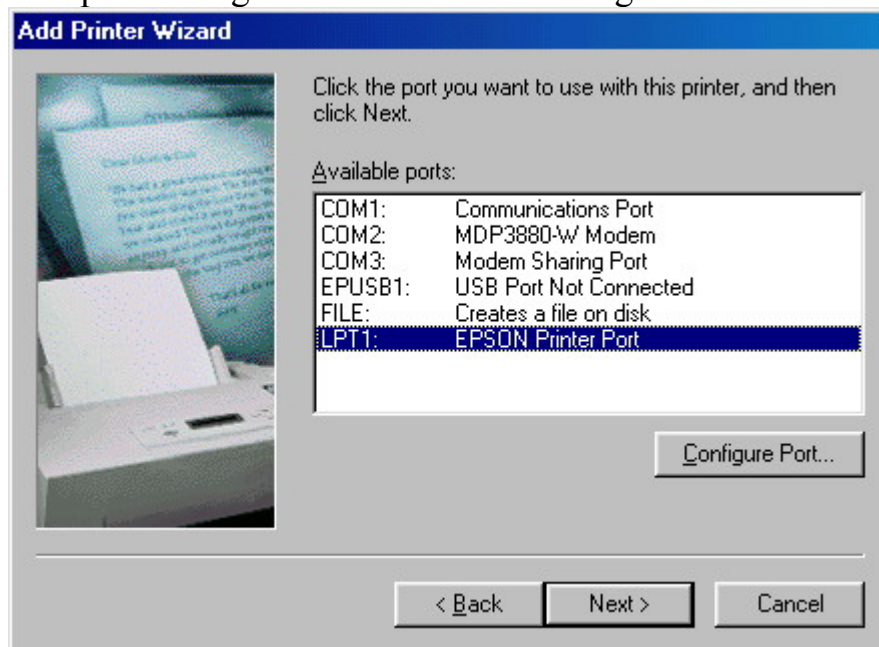


Select the printer Manufacturer from the left drop-down box and Printer Model from the right drop-down box then click Next.

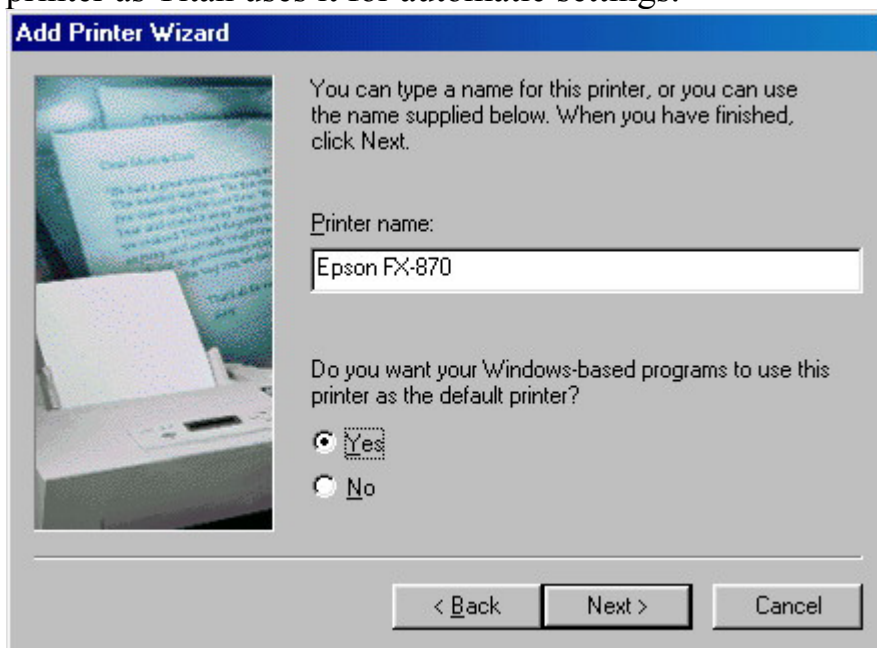
**\*\*Remember, most printer models use alternate drivers. See specifics at the beginning of this section.**



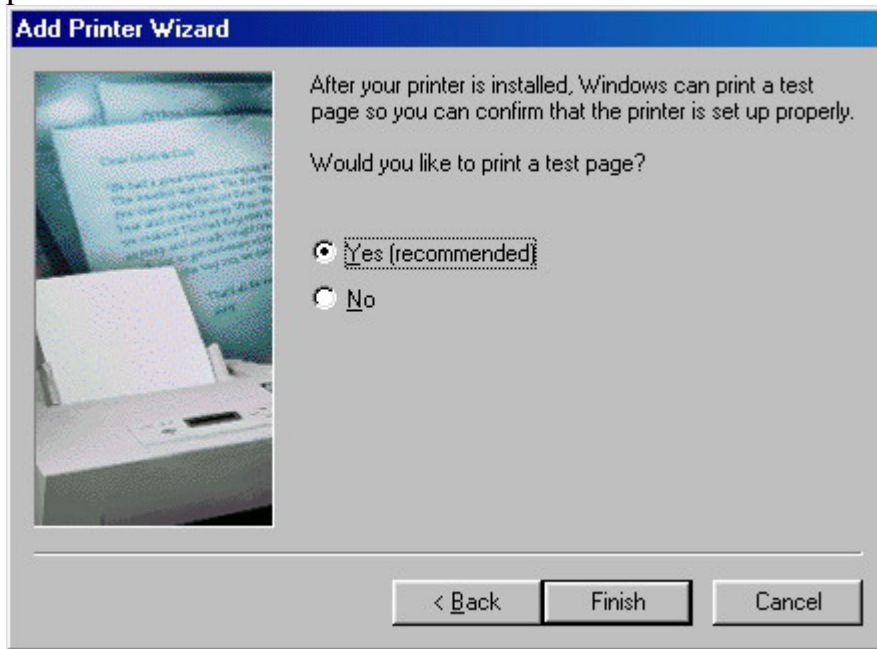
Click the LPT1: Port setting if a parallel printer cable is being used or the USB port setting if the USB cable is being used then click Next



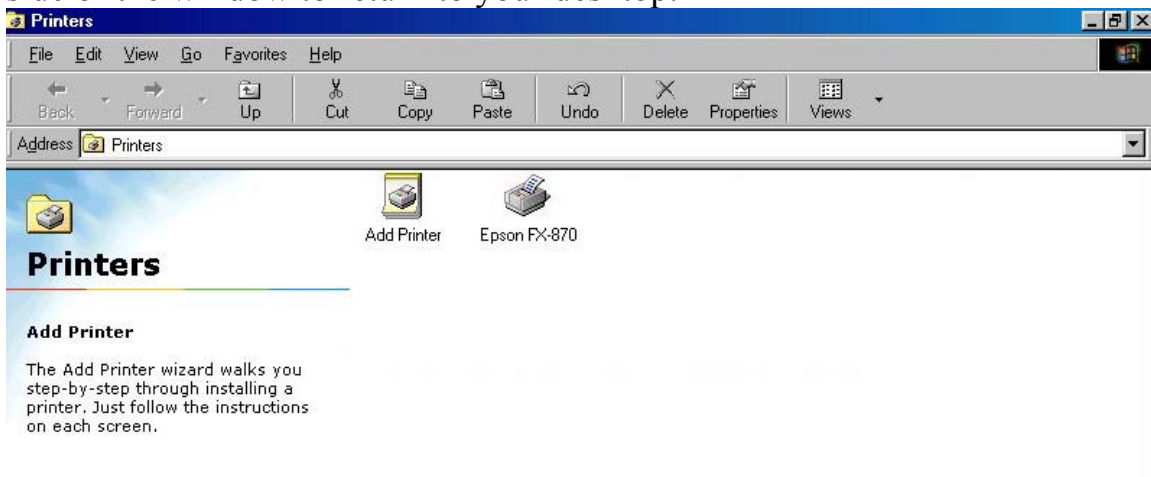
If this selection is to be your default printer then click Next otherwise click the No bullet hole and then click Next. Do not change the name of the printer as Titan uses it for automatic settings.



Click the No bullet hole and then click Finish to end the driver installation procedure.



The driver has been successfully installed. Click the X on the upper right side of the window to return to your desktop.



The system will return to the Printers selection window

## Windows XP

Click on the Start Flag then click on Control Panel

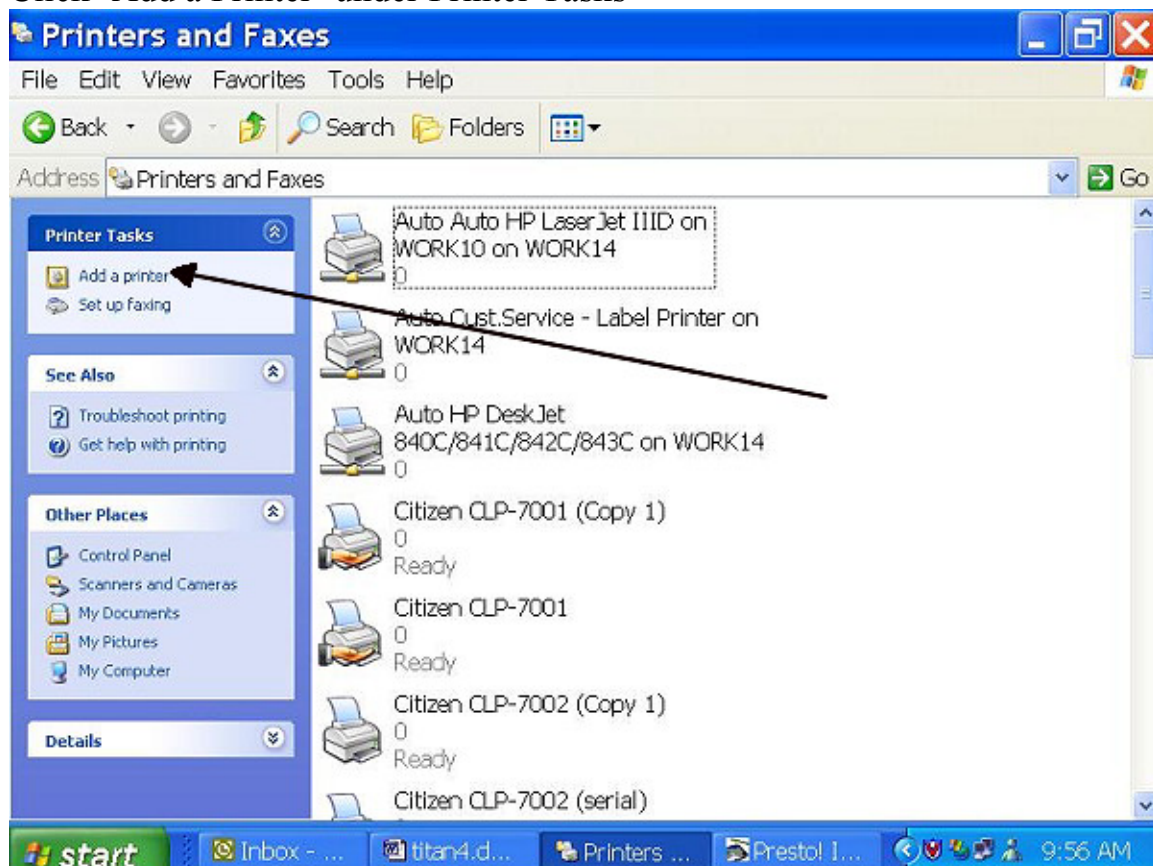




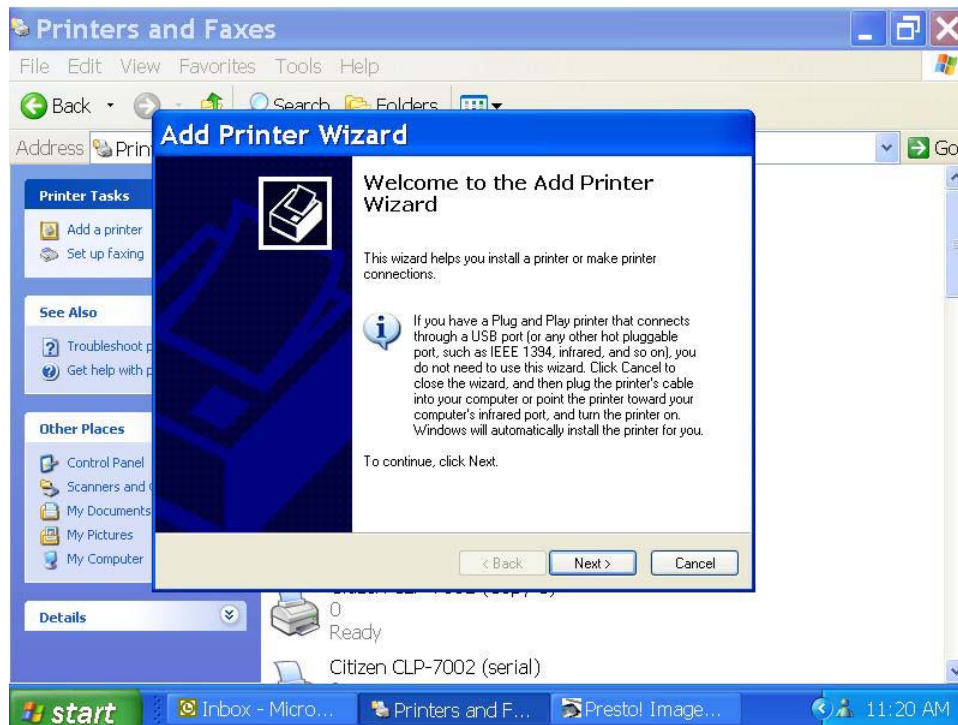
## Double Click 'Printers and Faxes'



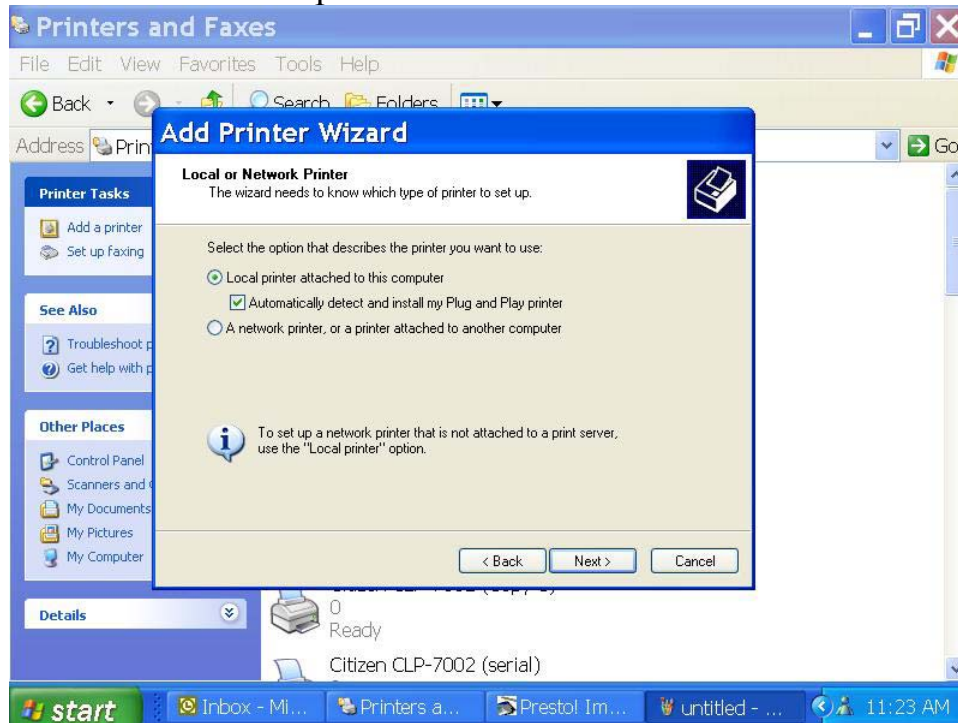
## Click 'Add a Printer' under Printer Tasks



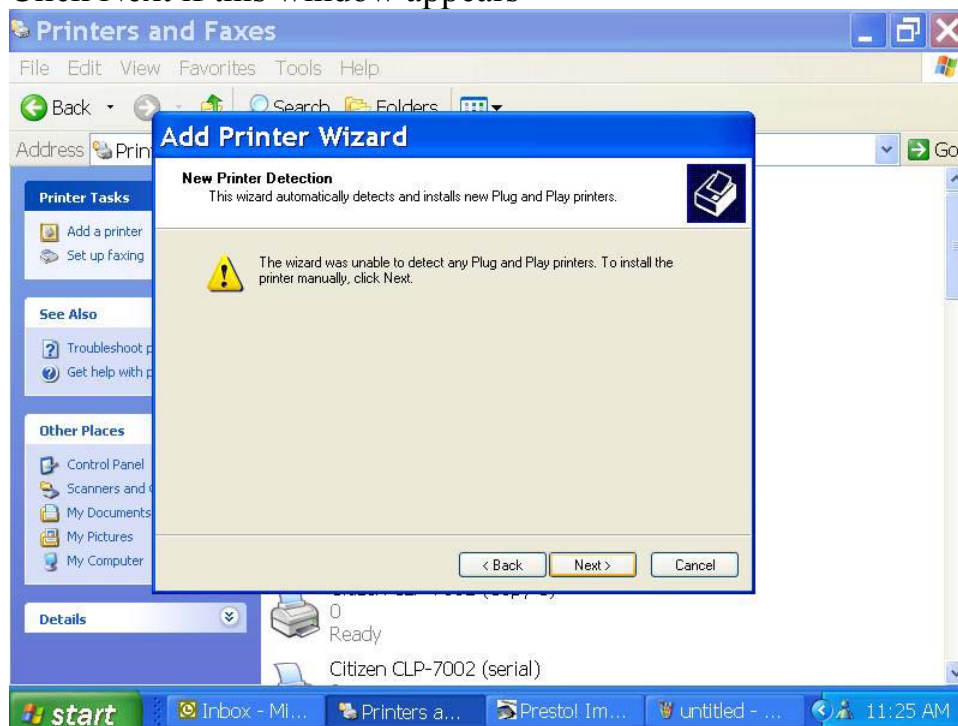
## Click Next



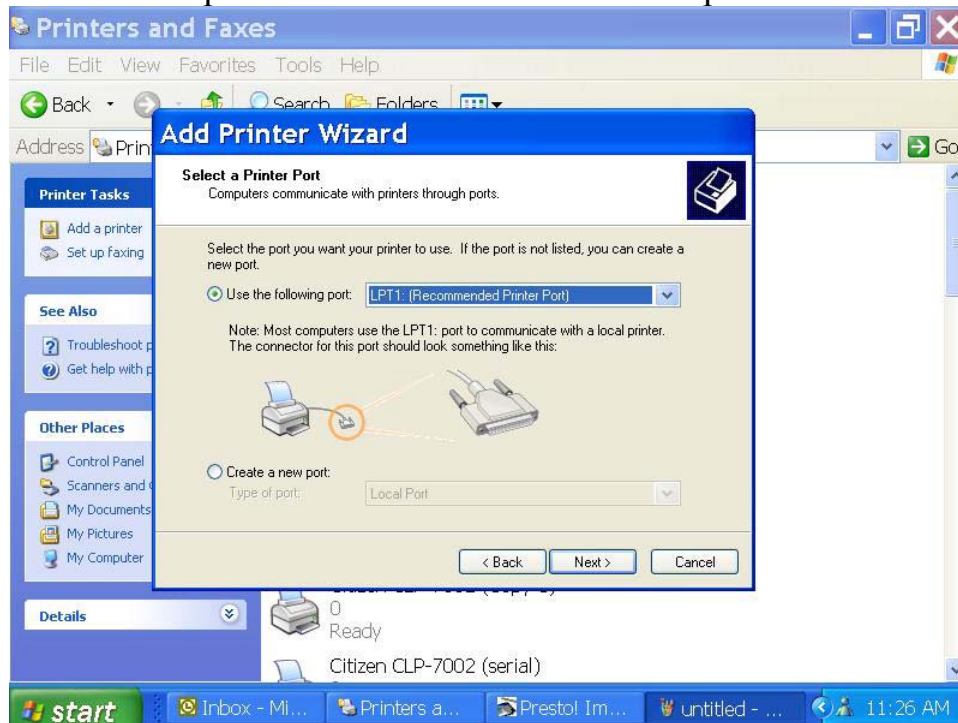
## Click Next for local printer



Click Next if this window appears

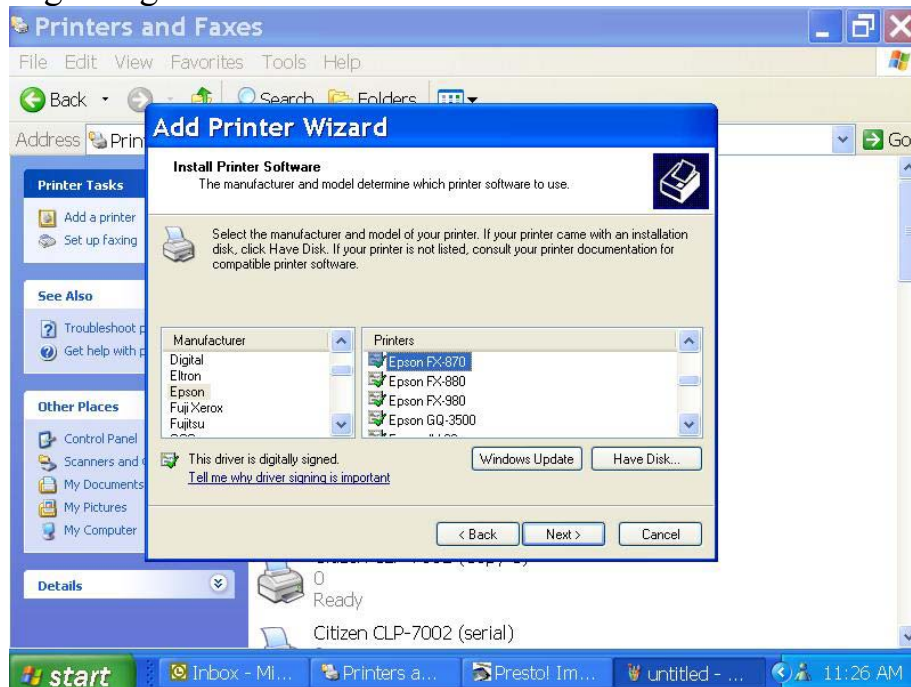


Click next if the printer is connected to the standard LPT1 parallel port.  
Click the dropdown arrow to make a different port selection.

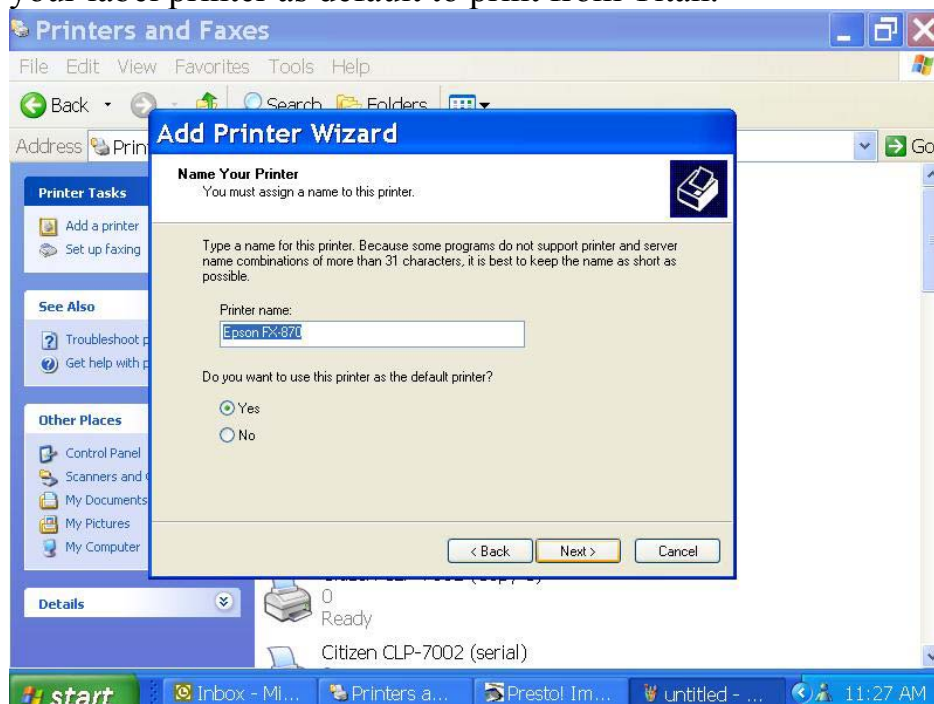




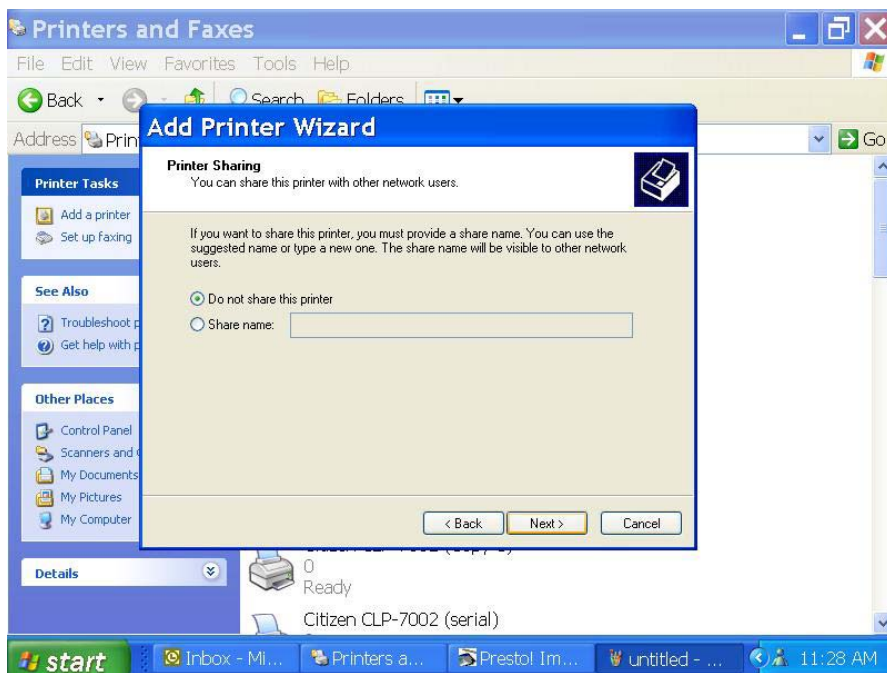
Select the printer Manufacturer from the left drop-down box and Printer Model from the right drop-down box then click Next.  
**\*\*Remember, most printer models use alternate drivers. See specifics at the beginning of this section.**



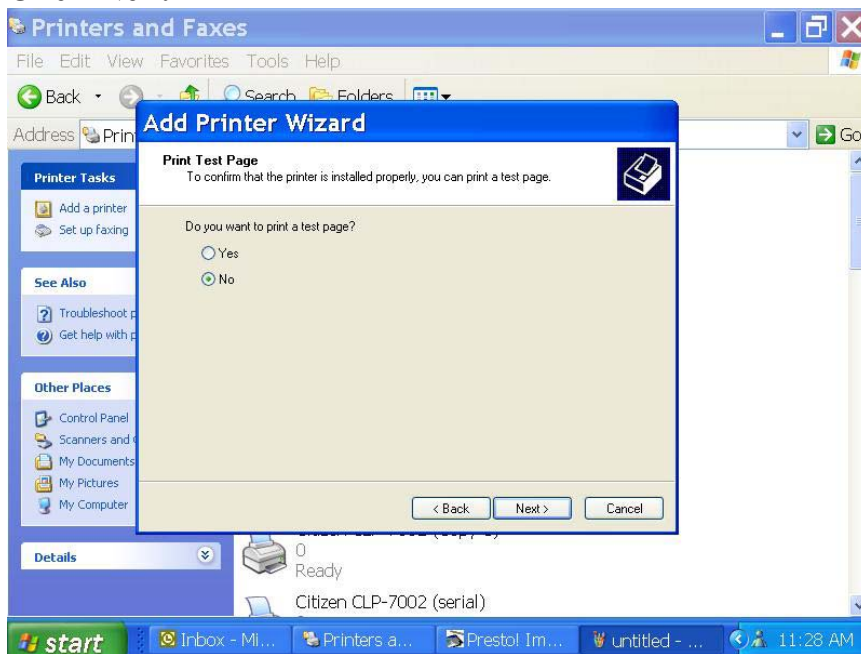
Click on the Yes or NO bullet then click Next. You do not have to select your label printer as default to print from Titan.



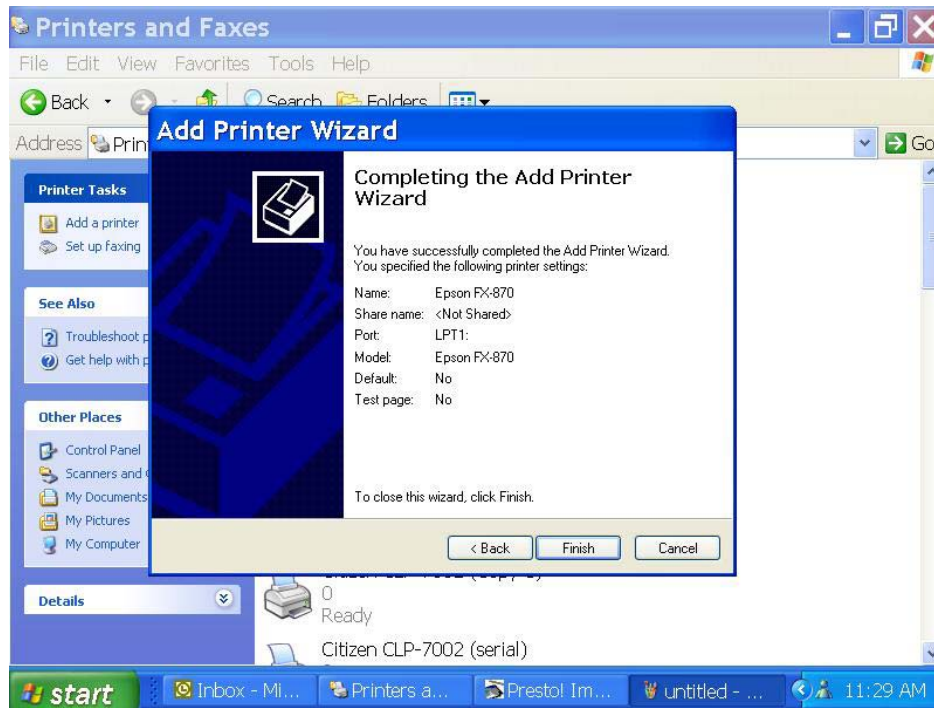
Click Next for local operations. See your network administrator for printer sharing.



## Click Next



## Click Finish

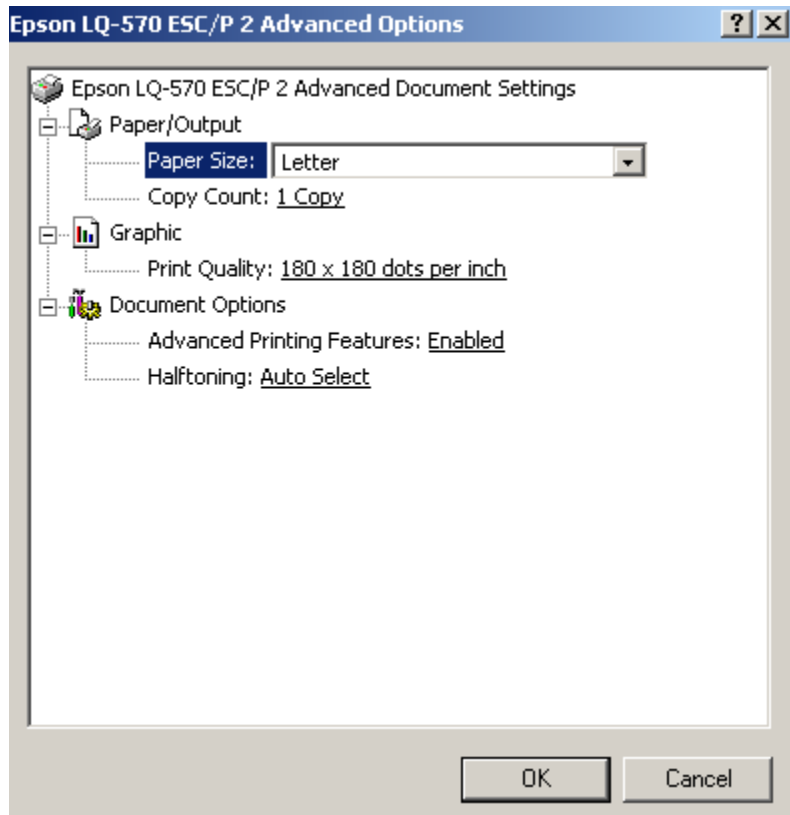


The system will return to the Printers and Faxes window. Return to your window selection window and start the program.

Repeat the Add Printer procedure for your actual printer model (FX880, FX880+ , LQ570e, etc) if an alternate printer driver was selected. This will eliminate Windows XP from reminding you that you have new hardware (printer) installed.

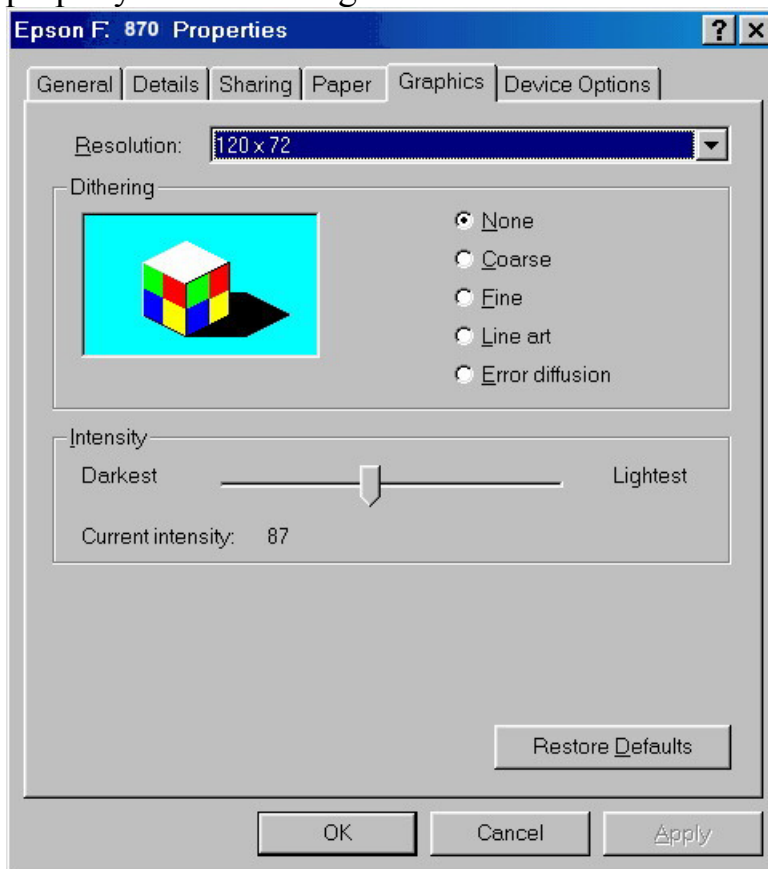


If the LQ printer is printing slow change the Windows Print Driver Print Quality setting from 360 x 360 dots per inch to 180 x 180 dots per inch as shown below.



If running with

Windows 2000, Window NT or Windows XP the printer driver resolution property must be changed to 120 X 72.

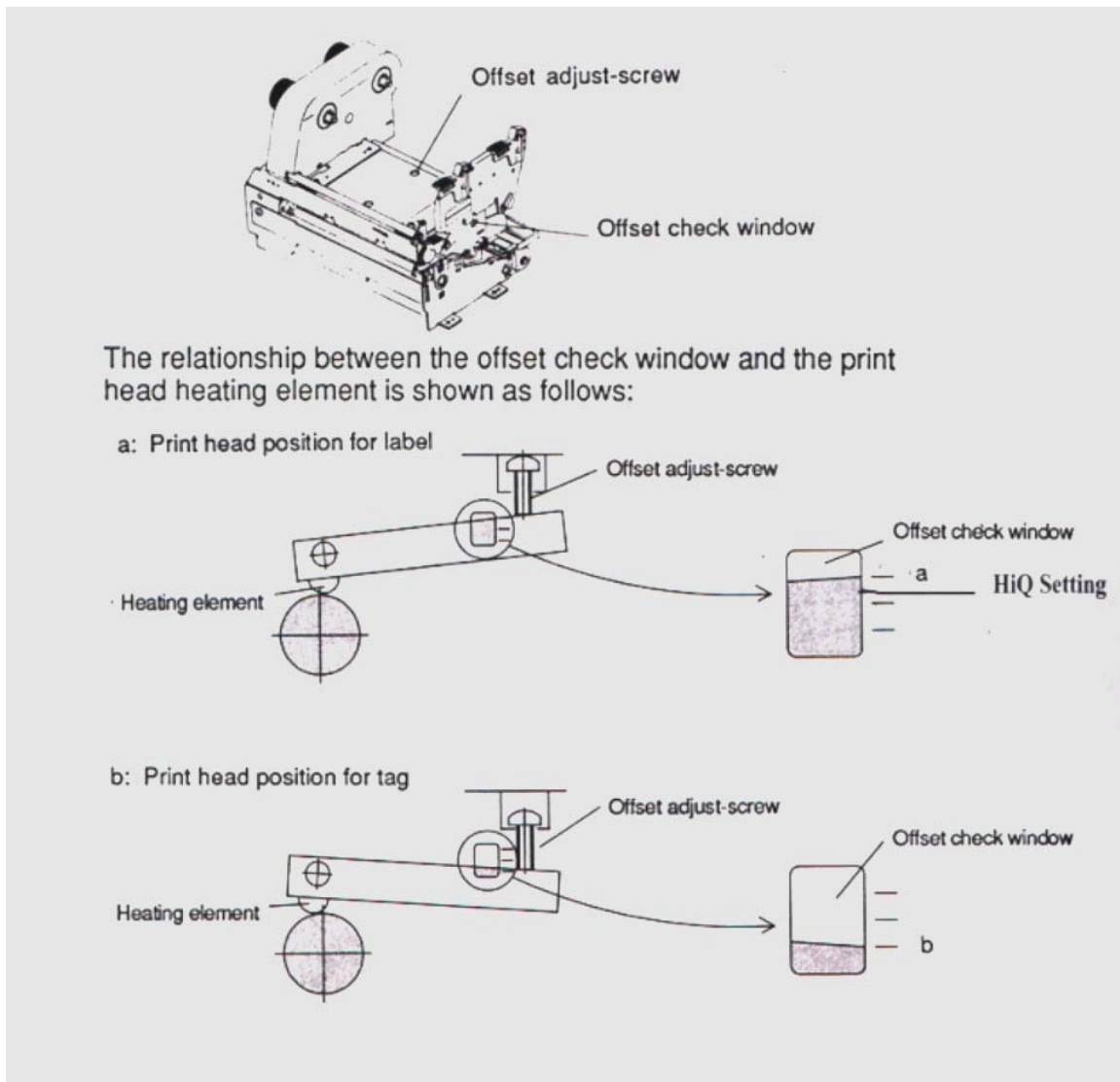


## S50 and S50a HiQ PRINTER ADJUSTMENTS

### S50 Print Head Offset Adjustments

This setting is factory-set and would not normally be required as long as HiQ label tape and ribbon is being used.

Turn the Offset Adjust Screw until the indicator in the Offset Check window is approximately 2/3 from the top (a). The HiQ Setting shown below is the normal start point for this adjustment. Slight adjustments may be necessary from here to obtain the best print quality.

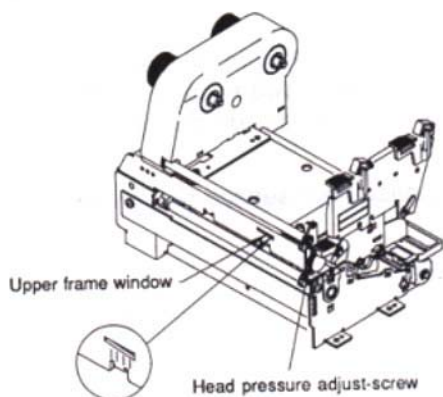


## S50/S50a Head Pressure Adjustment

This setting is normally set at the factory for a 4 inch label width and may need adjustment when other label widths are in use.

The Initial pressure should be set for the label width in use as indicated in the chart below. Watch the Check Window, as the pressure adjustment thumbscrew is being turned, until the slider is in the desired position. A slight adjustment may be needed once this initial setting is made.

Print some label and check the right-to-left printing quality. Turn the Head Pressure Adjustment Screw clockwise to darken the left side of the label or counterclockwise to darken the right side of the label.



Check window	Paper width	Right head pressure
	1 inch	0 kgf
	2 inches	0.5 kgf
	3 inches	1 kgf
	4 inches	2.4 kgf
	Used for adjustment when ribbon wrinkles or skews in paper width of 4 inches	
	Factory setting	

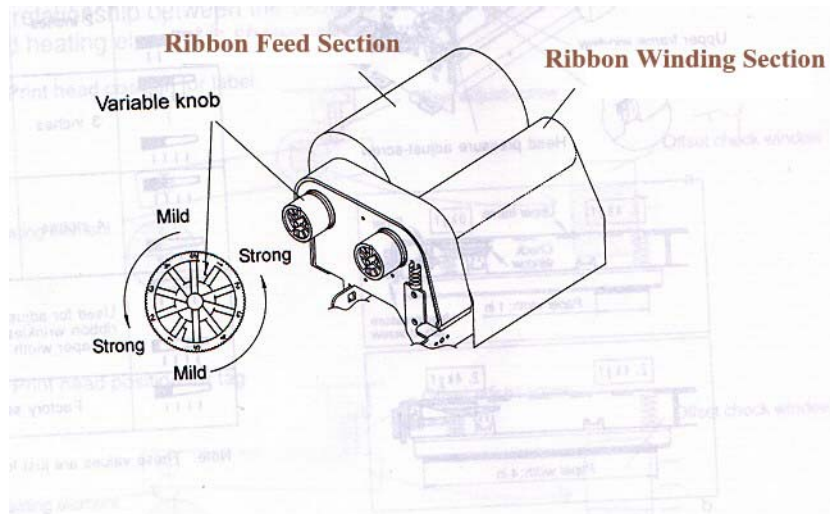
Note: These values are just for criteria.

## **S50 Printer Ribbon Tension Adjustments (not available on S50a)**

This adjustment may be necessary if the ribbon wrinkles causing skips in the label printing or the ribbon slips so that it does not advance correctly.

Increase the ribbon tension if the ribbon wrinkles during the printing process. Decrease the tension if the ribbon is not advancing properly.

Push the ribbon variable knob in and turn it counterclockwise to increase the tension or clockwise to decrease the tension.



For additional detail about the thermal printer and its adjustments, refer to the HiQ printer User Manual supplied with each printer.

## **STARTING THE TITAN PROGRAM**

To start the Titan program from Windows desktop Click:

- Click Start Flag button
- Click on Select Programs
- Locate and click on Titan Applications
- Click on Titan

Drag the Titan Icon to your desktop for quick access to the program.



## QUICK START FEATURE

The quick start feature allows you to select default label formats to simplify the label formatting process.

When you are at the Edit Label and preview window click the Quick Start Menu Selection from the menu bar at the top of the screen. Select the printer type you are using then click OK. A list of available formats for the printer type selected will appear.

Use the drop down box to select barcode, non-barcode formats or special. If you are using the HiQ printer you will also need to select High-Speed or Windows Fonts (Normal Speed) from the speed select drop down box.

Special is used for format requests made by specific customers. When the desired selection is made the available default formats will be listed for you to choose.

The names of the formats will provide information relative to the size of the label being used and the number of lines to be printed. Select the one that either matches your format requirements identically or one that comes the closest. Special formats are usually listed by a specific customer name.

Once the selection is made click the Save As button and name the format as you wish. You can use the same format name as the default format.

Once this process is complete you can modify the format to meet your specific needs. All changes made at this point will be saved under the name you have selected. From this point on this new format will be used for your label printing process. Other format types can be made and saved under a different format name.

In the case of multiple formats you can call up a specific format by going to Database at the menu bar then selecting list and then the format.

When starting Titan the last format used will become the start-up format and the last data entered will appear in the Edit Label and Preview windows.

## BARCODE LABELS

Click the Edit Format button to change a line to barcode or create a new barcode format.

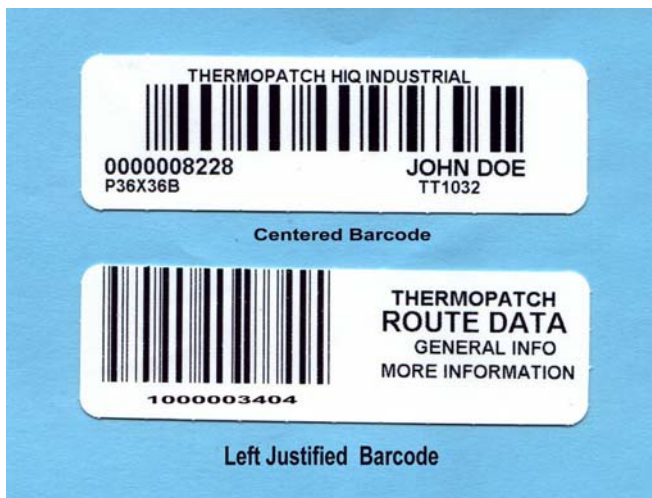
Select the line you would like to have be a barcode and click the Line Type drop-down box arrow to reveal the line types available.

From the Line Type list click on Barcode

Click on the Barcode Alignment drop-down box arrow and select where on the label you would like to print the barcode. The default for this selection is Centered which provides a low density barcode across the entire width of the label tape. Changing Barcode Width to medium or narrow will print Barcodes of a higher density.

Selecting Left or Right will place a higher density barcode on either side of the label tape with a small amount of room for human readable information on the opposite side. Left and Right barcode label types are NOT available in High-Speed printing at this time.

The samples below are samples of 2 of the justification types



Click on the Barcode Type Dropdown box and select the barcode symbology you wish to use. Titan currently supports Interleaved 2 of 5, Interleaved 2 of 5 with Check Digit, Code128 subset C and Code 39.

Click on the Barcode Height drop-down box and select the height of the barcode you wish to print on the label. The selection allows you to pick height from 1/4" to 15/16" in 1/16" increments. This initial setting can be easily changed later from the Edit Label window by use of the increase/decrease size arrows and the preview window.

Selecting a barcode line automatically sets the line to incrementing numbers and check marks the Unique Line box. This insures that each time a barcode label is printed a barcode number is not duplicated.

All labels printed with Titan recorded in a database and newly requested barcodes are check against the database to prevent duplication. Deleting of database records, un-selecting of the database feature or un-checking the unique number box will disable duplicate barcode checking.

## **IMPORTING A DATABASE FILE**

Titan allows the importing of the following database structures:

**Excel – MS Access – FoxPro – Dbase – Lotus - Text (comma separated)**

**Access 20000, Excel 2000 and FoxPro 3.0 files cannot be imported.**

The importing process allows the user to program which information field goes on which line on the label. The imported information can be directed to either the printer or the Titan database or both.

The Titan Database will not permit duplicate label information however duplicate labels received from the import file will be printed.

If the import file has a field for the quantity of labels per record the formatter will allow the selection that field for direct printing otherwise only one label per record will be printed.

After setting up the label format go to the import file formatting routine by clicking the Data Base dropdown box then click Labels in Data Base and then Import.

Click the New button then name the import format then click OK. The import format screen below will appear.

The screenshot shows a dialog box titled "Edit vdc1". It is divided into several sections:

- Available Fields:** A list box containing "Field1" through "Field11".
- Buttons:** An "Add" button with a right-pointing arrow and a "Delete" button with a left-pointing arrow and an "X" icon.
- Line Selection:** A dropdown menu currently showing "Line1".
- Selected Fields:** An empty list box for fields chosen for the current line.
- Navigation:** "Move Up" and "Move Down" buttons with upward and downward arrows.
- Database/Field Information:** Two text boxes. The top one contains "Database='C:\vdc\'". The bottom one contains "Table=Sample\_1.txt".
- Buttons:** "Import FieldNames as a Record", "Select Table", "OK", and "Cancel".
- Footer:** A "Select Database" button.

Click the Select Database Button then select the import file type (Text, Excel, Etc).

Locate and open the import file.

Select the line number you wish to import field data into.

Select the field you wish to have printed on the select line and then click Add. Select as many fields as will fit on the label size you are using. Repeat the above for all line numbers.

If your database has a label quantity field select the line called Quantity and then Add the quantity field.

After import formatting is complete the importing can take place. When clicking on import you will be asked if you wish to database and print at the same time. Check the appropriate boxes, ready the printer if necessary and then click OK.

# PRINTER TROUBLESHOOTING GUIDE

## 1. HiQ Label Quality Problems

A: Printed label is grainy across the entire width of the label

Cause: Wrong Ink Ribbon Installed

Verify that the ink ribbon installed is the type recommended by your supplier.

Cause: Print head temperature is not set correctly.

Check that the print head temperature is set correctly as specified in the **INSTALLING THE HIQ THERMAL PRINTER DRIVER** section of this manual.

ON S50 printers ensure that the print head angle is adjusted to achieve the print quality desired. The **HiQ PRINTER ADJUSTMENTS** section of this manual offers the suggested start point for this adjustment. Make small incremental adjustments from the start point to achieve optimum results.

B: Label is grainy on one side of the label

Cause: Tension is uneven across the print head.

On S50 and S50a printers adjust the print head tension for optimum results. The **HiQ PRINTER ADJUSTMENTS** section of this manual offers the suggested start point for this adjustment. Make small incremental adjustments from the start point to achieve optimum results.



C: Ink ribbon sticks to media or tears when printing.

Cause: Print head temperature too high.

Check that the print head temperature is set correctly as specified in the **INSTALLING THE HIQ THERMAL PRINTER DRIVER** section of this manual.

D: Ribbon wrinkles causing skips on the label.

Cause: Ribbon tension adjustment too loose.

Increase the ribbon tension as specified in the **S50 HiQ PRINTER ADJUSTMENTS** section of this manual.

Cause: Uneven head pressure adjustment.

On S50 and S50a printers adjust the pressure as specified in the Head Pressure Adjustment section of this manual. S30 printers do not have this adjustment.

E: Tape feeds but no printing takes place.

Cause: The ink ribbon is installed backward.

Check the printer manual for proper ink ribbon installation. Make sure the ink side of the ribbon faces the label tape.

There is a narrow vertical band of printing missing on the label causing partial characters or white stripes within a barcode.

Cause: The print head has ink build-up

Clean the print head with the yellow cleaning pen provided. If the problem persists clean the print head with alcohol and a soft and clean non-abrasive cloth. Rub the trouble spot briskly. **DO NOT** use an abrasive material on the print head.

## 2. HiQ Label Printing Problems

Printing is not vertically centered on the label.

Cause: The PC S50 Windows Printer Driver Top Offset needs to be adjusted.

The INSTALLING THE HIQ THERMAL PRINTER DRIVER section of this manual offers the suggested start point for this setting. If the printing is too high on the label *reduce* the Top Offset setting to bring it down ... Negative numbers are allowed. If the printing is too low on the label *increase* the value of this setting.

Cause: Label tape is not feeding smoothly within the printer.

Check the printer to insure there is no obstruction along the tape path. Make sure the label tape unwinds freely and smoothly from the supply spool.

Cause: The PC S30a label height setting needs to be lowered.

Click on the Titan Edit Format button and change the Height setting to 1/8" lower than the current setting. For example change the 3/4" (.750) height to 5/8" (.625) or 1" (1.000) height to 7/8" (.875).

S50 - Printing is not horizontally centered on the label.

Cause: The left margin setting is not set correctly.

Check the Titan margin setting in the Edit Format section of the program. For the S50 printer this is normally set to 5/8" for perforated label tape and 0" for continuous un-perforated label tape. The S30(a) printer is self adjusting.

Cause: The wrong label width is selected.

Make sure the label size on the Titan preview header matches the label size being used in the printer. Go to Titan's Edit Format if changes are required.

The S50 Printer skips entire labels with perforated tape or cuts a label twice as high as requested with continuous tape

Cause: The TOP OFFSET is set too high in the PC

If running normal speed check the windows printer driver Top Offset setting as defined in the "Installing the HiQ Thermal Printer Driver" section of this manual. **Reduce** the Top Offset setting to eliminate the problem.

If running high-speed check the Top Offset setting as defined in the HIGH SPEED THERMAL PRINTER SETUP section of this manual. *Reduce* the Top Offset setting to eliminate the problem.

Clean the printer tape path and feed roll.

Cause: Not enough top or bottom margin on the label

Although Titan is designed to prevent this condition the use of some Windows fonts may result in this problem. Provide more top or bottom margin via use of the Titan move Up/Down arrows.

Cause: Ribbon Tension Setting adjustment is required on S50 printer only.

Adjust the ribbon tension as defined in the Printer Ribbon Tension Adjustments section of this manual. If the printed information is too high on the label *increase* the front (take-up) ribbon tension to 3 and *decrease* the back (feed) ribbon tension to 1.

The S50 or S50a Printer reports intermittent Paper Errors

Cause: Perforated Label Tape gap holes are not correctly aligned over the Gap Sensor.

Check that the label tape is mounted correctly on the left side of the label tape supply holder.

Check that the label tape is tight against the fixed label tape guide on the left side and snug against the movable paper guide on the right side.

Adjust the head pressure as specified in the Head Pressure Adjustment section of this manual.

The S50 or S50a printer reports End or Out of Paper Errors

Cause: The label tape is not tracking properly through the printer.

Check for label tape feeding as outlined in the intermittent paper errors section above.

Clean the printer tape path and feed roll.

Cause: the GAP sensor may need adjustment.

Perform the GAP sensor adjustment as outlined in the HiQ Printer manual.

### **3. Heat Sealing Problems**

Labels fall off after a few wash cycles.

Ensure the label media and ribbon are the correct type.

Ensure the temperature and seal time are set to your supplier's recommendations.

Labels buckle or bubble on the garment fabric.

Ensure the temperature and seal time are set to your supplier's recommendation.

### **4. System Problems**

The Titan program background display's DEMO MODE.

Titan 2.1.xx - Check that the Blue Sentinel Pro security key is plugged into the LPT1 printer port.

Titan 2.1.xx - Check that the Sentinel Pro security key windows driver is installed.

Titan version 2.2.2 and later require an access code. Call your Titan provider and request the code.

The message "No Print Drivers Available" appears at the start-up of the Titan program.

Install the printer driver for the printer to be used with the Titan program. The driver installation procedure is available earlier in this document.

## 5. Dot Matrix Problems

The printer skips several labels after printing a good one

Check that the Epson FX870 driver is installed and selected for any Epson FX model printers. Do not use the Epson FX880 driver for FX880 printers.

Check that the Epson **LQ570 ESC/P2** driver is installed and selected for any Epson LQ model printer. Do not use the **Epson LQ570e driver or LQ590 driver**.

The printer skips one label after printing a good one

Make sure the correct label size is selected on the Titan program.

Increase the amount of top and/or bottom margin on the printed label.

The LQ printer prints correctly but very slowly.

Change the graphic print resolution in the windows printer driver from 360 x 360 Dots-Per-Inch to 180 x 180 DPI. See the Printer Driver Settings section of this guide.

The printer prints unintelligent data across the width of the printer and off the label tape.

The printer cable is poorly connected or defective. Check connections or replace the cable.

The line spacing is inconsistent, lines of data are printing too close together or the printed characters are squeezed up and down.

Check that the form and density levers on the printer are set correctly. See the printer models section for pictures of the LQ590 form and density level settings.



The Titan program background display's DEMO MODE.

Titan 2.1.XX - Check that the Blue Sentinel Pro security key is plugged into the LPT1 printer port.

Titan 2.1.XX - Check that the Sentinel Pro security key windows driver is installed.

Titan version 2.2.2 and later require an access code. Call your Titan provider and request the code.